

TENNESSEE REGULATORY AUTHORITY



Eddie Roberson, Chairman
Pat Miller, Director
Sara Kyle, Director
Ron Jones, Director

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

October 1, 2007

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Attn: Diane Mason
445 12th Street, SW, Room 3-A503
Washington, D.C. 20554

Re: Telecommunication Relay Services State Re-certification Application,
CG Docket No. 03-123

Dear Ms. Mason,

Please find enclosed a request for re-certification of Tennessee's Telecommunication Relay Service ("TRS"), by the Tennessee Regulatory Authority ("Authority"), the state agency charged with regulating telecommunication services in Tennessee.

In addition to a narrative description of the state's TRS, I have included documentation to support the statements made in the narrative. I have included a copy of Tennessee's most recent Request for Proposals to provide TRS and CapTel along with the Authority's Final Order that established TRS standards. Tennessee recognizes the extreme importance of the provisioning of relay services and respectfully requests approval of re-certification. If you have any questions or need additional documentation, please contact Miki Klein at 615-741-3939, extension 206.

Sincerely,

Eddie Roberson, PhD
Chairman

cc: Director Pat Miller
Director Ron Jones
Director Sara Kyle

TENNESSEE REGULATORY AUTHORITY



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Ron Jones, Director

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Tennessee Regulatory Authority FCC Summary Log For Tennessee Relay Service June 1, 2002 to May 31, 2003

The Tennessee Regulatory Authority did not receive any consumer complaints during the period of June 1, 2002 to May 31, 2003.

June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03
0	0	0	0	0	0	0	0	0	0	0	0



**FCC Summary Log
For
Tennessee Relay Service
June 1, 2002 to May 31, 2003**

Number of Complaints received from June 1, 2002 to May 31, 2003

June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03
19	24	11	7	10	5	8	14	7	6	8	10

The total Number of Complaints for this reporting period was 129. Complaints are followed up and resolved in a timely manner.

Tennessee Relay

Customer Service Detail Report

June, 2002

Complaints

TTY 06/02/2002

The CAs are requesting a different billing option.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The line was tested and profile was set for the customer. The customer was transferred to a CA to complete the call.

Contact Closed: 06/25/2002

TTY 06/02/2002

The customer is reporting pauses in VCO transmissions.

Category: Equipment Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer contacted TN Relay Customer Service and reported problem no longer exists.

Contact Closed: 06/07/2002

TTY 06/03/2002

The CAs type too slow.

Category: Typing Skill/Speed

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 06/26/2002

Voice 06/05/2002

The customer is getting billed for local calls.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Frontier Communications was contacted and has solved the problem.

Contact Closed: 07/16/2002

Voice 06/06/2002

TN Relay allowed long distance call to be billed to the originating number.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customers phone number was profiled for local calls only.

Contact Closed: 06/25/2002

Voice 06/06/2002

The CAs are requesting billing information.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The line was tested and the CA is able to bill to the customers number.

Contact Closed: 06/06/2002

TTY 06/07/2002

Garble

Category: Garbled Words

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative tested the line and received no garble.

Troubleshooting techniques were reviewed.

Contact Closed: 06/07/2002

TTY 06/10/2002

Garble

Category: Garbled Words

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative made direct test calls, garble was experienced.

Customer will have TTY serviced.

Contact Closed: 07/15/2002

Voice 06/11/2002

The customer is unable to place long distance calls through TN Relay.

Category: Miscellaneous Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The line was tested and long distance calls are possible. The customer was transferred to a CA to complete the call.

Contact Closed: 07/16/2002

Voice 06/11/2002

The customer does not like a phrase that was used.

Category: Methods Related

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Suggestion of other phrasing forwarded to upper management.

Contact Closed: 06/11/2002

Voice 06/11/2002

Customer experienced ringing no answer when using TN Relay.

Category: Answer/Wait Time

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Call answer process explained to the customer.

Contact Closed: 06/11/2002

Voice 06/12/2002

The CA interrupts the conversation too often.

Category: CA/OPR Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 06/19/2002

TTY 06/13/2002

The customer is being disconnected from TN Relay.

Category: CA Hung up on me

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Test calls performed, the TTY was disconnecting and will be serviced.

Contact Closed: 06/19/2002

Voice 06/20/2002

The CA did not follow instructions.

Category: CA/OPR Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.
Contact Closed: 07/02/2002

Voice 06/23/2002

The customer is unable to complete a call.

Category: CA/OPR Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative tested the line and transferred customer to a CA to complete a call.

Contact Closed: 06/25/2002

TTY 06/24/2002

The CA was unable to dial the number.

Category: CA/OPR Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative performed a test of the line and system, the customer was transferred to a CA to complete the call.

Contact Closed: 06/25/2002

Voice 06/26/2002

The customer is receiving long distance billing from MCI and requests AT&T as Carrier of Choice.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: A profile was completed for the customer with AT&T as the Carrier of Choice. The call process for long distance phone calls through TN Relay was explained.

Contact Closed: 06/26/2002

TTY 06/28/2002

Garble

Category: Garbled Words

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer replaced her TTY machine. The garble problem was resolved.

Contact Closed: 07/14/2002

Voice 06/28/2002

The customer is unable to place a cell phone call through TN Relay using 711.

Category: Miscellaneous Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Tennessee Relay can now complete out of state Relay calls for individuals traveling in Tennessee with an out of state cell phone ANI.

Contact Closed: 07/08/02

Inquiries Comments

Voice 06/02/2002

Customer requested information be added to her Speed Dial List.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Speed Dial Form completed.

Contact Closed: 06/02/2002

Voice 06/10/2002

The customer requested a STS profile

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed
Contact Closed: 06/10/2002

Voice 06/17/2002
Requested the phone number to the TN Relay Outreach Specialist.
Category: Outreach/Marketing
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Information provided.
Contact Closed: 06/17/2002

Voice 06/17/2002
Requested VCO information.
Category: General Information
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Information provided.
Contact Closed: 06/17/2002

Voice 06/21/2002
The customer requested a caller profile.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 06/24/2002

Voice 06/24/2002
The customer requested a caller profile.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 06/24/2002

Voice 06/24/2002
The customer requested a caller profile.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 06/24/2002

Voice 06/24/2002
Requested caller profile.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 06/26/2002

Voice 06/24/2002
The customer requested a caller profile
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 06/26/2002

TTY 06/27/2002
The customer requested Caller profile.
Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 06/27/2002

Voice 06/28/2002

The customer requested Relay billing information.

Category: LEC Service

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSR provided information and referred customer to LEC for further information.

Contact Closed: 06/28/2002

Voice 06/29/2002

Customer requested change on caller profile.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller Profile form completed.

Contact Closed: 06/29/2002

Tennessee Relay

Customer Service Detail Report

July, 2002

Commendations

Voice 07/17/2002

CA Commendation.

Category: CA/OPR Related

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was commended.

Contact Closed: 07/17/2002

Voice 07/18/2002

Customer Service Representative Commendation

Category: CA/OPR Related

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The Customer Service Representative was commended.

Contact Closed: 07/19/2002

Complaints

Voice 07/02/2002

The customer does not agree with default billing to MCI as the long distance service provider when a carrier of choice is not selected.

Category: Methods Related

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The Customer Service Representative offered to profile the customers phone number as AT&T. Caller profile form completed. The customer agreed to send a copy of the bill in question for bill credit.

Contact Closed: 07/02/2002

Voice 07/05/2002

The customer was billed by MCI long distance.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 08/06/2002

Voice 07/08/2002

The customer experienced ringing and no answer at the Tennessee Relay Center.

Category: Answer/Wait Time

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The Relay Center was busy at the time of the call and the customer disconnected prior to the call connecting to a CA. Test calls were placed and answered. The customer was transferred to a CA to complete the call

Contact Closed: 07/08/2002

TTY 07/08/2002

The customer received a bill from MCI when the preferred carrier is AT&T. The customer's phone number is not profiled for AT&T.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/09/2002

Voice 07/11/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/15/2002

Voice 07/11/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/11/2002

Voice 07/15/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/17/2002

Voice 07/16/2002

The CA was rude.

Category: Attitude and manner

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 08/01/2002

Voice 07/16/2002

The customer stated that the CA took over the call.

Category: CA/OPR Related Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 08/05/2002

Voice 07/17/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/18/2002

Voice 07/17/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/17/2002

Voice 07/18/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/18/2002

Voice 07/19/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/31/2002

Voice 07/20/2002

The customer wanted to change Carrier of Choice after a long distance call had been initialized.

Category: Miscellaneous Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer was educated on Carrier of Choice. A Caller Profile has been set for this customer.

Contact Closed: 07/22/2002

Voice 07/22/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 07/31/2002

Voice 07/23/2002

The customer could not make a call to directory assistance.

Category: Miscellaneous Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer was given an alternative number to use for directory assistance. The TN Relay technical team was made aware of the problem and has performed tests to aid in correcting the problem.

Contact Closed: 08/06/2002

TTY 07/23/2002

The customer complained of the CA making many spelling errors during the call.

Category: Typing Skill/Speed

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 08/06/2002

Voice 07/24/2002

The customer complained that the long distance block placed on his phone by his Local Exchange Carrier was not working.

Category: Scope of Service

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: A Caller Profile was completed.

Contact Closed: 07/24/2002

Voice 07/25/2002

The customer stated that the CA was rude.

Category: Attitude and manner

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA Number not provided by customer, insufficient information provided to search for the individual CA. All CAs were coached.

Contact Closed: 07/31/2002

Voice 07/26/2002

The customer stated that the line disconnected at the moment of transfer numerous times.

Category: Disconnect

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: A trouble report was completed and the system was tested.

Contact Closed: 08/05/2002

Voice 07/26/2002

The customer reported that she is unable to use AT&T when placing long distance calls through TN Relay.

Category: Verification Billing

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: A trouble report was completed and all access numbers were tested for the use of AT&T long distance without error. The customer was contacted and will report back should the problem arise again.

Contact Closed: 08/06/2002

Voice 07/28/2002

The CA was disconnected.

Category: CA Hung up on me

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer was transferred to a CA to complete a call. The CA was coached.
Contact Closed: 08/01/2002

Voice 07/28/2002

The CA was disconnected.

Category: CA Hung up on me

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer was transferred to a CA to complete a call. The CA was coached.

Contact Closed: 08/06/2002

Voice 07/30/2002

The customer reported static on her line.

Category: Equipment Other

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The technical team ran tests to determine the problem. The Customer was contacted and stated that everything was fine.

Contact Closed: 08/06/2002

Inquiries Comments

Voice 07/03/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/03/2002

Voice 07/10/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/10/2002

TTY 07/10/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/12/2002

Voice 07/10/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/18/2002

NONE 07/11/2002

Customer requested new number to be profiled for VCO.

Category: General Information

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/11/2002

Voice 07/12/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/12/2002

Voice 07/16/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/17/2002

Voice 07/18/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed

Contact Closed: 07/31/2002

Voice 07/18/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/18/2002

Voice 07/19/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/22/2002

Voice 07/21/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/22/2002

Voice 07/21/2002
Caller Profile requested.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 07/21/2002

Voice 07/22/2002
The customer requested verification on profiles.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Customer Service Representative verified on screen and informed customer they are profiled for grammatical change, all background sounds and for MCI as carrier of choice.
Contact Closed: 07/22/2002

Voice 07/26/2002
Caller Profile requested.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 07/26/2002

Voice 07/27/2002
Customer requested changes to caller profile/speed dial list.
Category: General Information
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 07/27/2002

Voice 07/30/2002
Caller Profile requested.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed
Contact Closed: 07/30/2002

Voice 07/30/2002
Caller Profile requested.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 07/30/2002

Voice 07/31/2002
Caller Profile requested.
Category: OTHER
Received by Relay Customer Service and handled by Relay Customer Service.
Resolution: Caller profile form completed.
Contact Closed: 08/01/2002

Voice 07/31/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed

Contact Closed: 08/01/2002

Voice 07/31/2002

Caller Profile requested.

Category: OTHER

Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 07/31/2002

Tennessee Customer Service Reports

*** August, 2002 ***

Complaints

TTY 08/02/2002

The line disconnected during the customer's relay call.

Category: Disconnect

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The Technical Team researched this call and found no technical error that would have caused the line to disconnect by fault of Relay. The Customer was contacted and sent a prepaid calling card as a courtesy by Tennessee Relay.

Contact Closed: 08/15/2002

Voice 08/03/2002

Customer Service Representative line disconnected from customer.

Category: Miscellaneous Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The Customer Service Representative was coached.

Contact Closed: 08/06/2002

TTY 08/05/2002

The customer reported that he was unable to use AT&T as his long distance carrier of choice on a call.

Category: Miscellaneous Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The lines were tested and AT&T was available to be used as the long distance carrier of choice.

Contact Closed: 08/09/2002

TTY 08/07/2002

The CA did not follow the callers profile.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 08/20/2002

Voice 08/12/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile was completed for the customer. The MCI charges have been credited.

Contact Closed: 09/04/2002

Voice 08/15/2002

The CA took control of the call.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 08/15/2002

Voice 08/15/2002

The CA took control of the call.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Management provided a refresher course to all CAs.

Contact Closed: 08/15/2002

TTY 08/18/2002

Ringin g no answer at the relay center.

Category: Answer/Wait Time

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The Relay Center was experiencing a high call volume at the time of the customers call. The Customer Service Representative explained call volume and transferred the customer to an available CA to complete the call.

Contact Closed: 08/18/2002

Voice 08/22/2002

The Customer is receiving billing from MCI Long Distance.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer sent copies of phone bills, credits were given to the customer.

Contact Closed: 08/26/2002

TTY 08/26/2002

The customer experienced ringing no answer at the Relay Center.

Category: Answer/Wait Time

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The call center was experiencing high call volume at this time. The customer was transferred to an available CA.

Contact Closed: 08/26/2002

Voice 08/30/2002

The customer was billed by MCI long distance. The customer did not have a Caller Profile set up.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: A Caller Profile was set up for the customer and all MCI long distance charges were credited.

Contact Closed: 09/05/2002

Inquiries Comments

TTY 08/01/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/01/2002

Voice 08/02/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/06/2002

TTY 08/03/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller Profile Form completed.

Contact Closed: 08/03/2002

Voice 08/04/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/04/2002

Voice 08/04/2002

Customer requested changes to Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/04/2002

TTY 08/05/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/05/2002

Voice 08/06/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/07/2002

Voice 08/07/2002

Customer requested changes to Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/30/2002

TTY 08/09/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller Profile form completed.

Contact Closed: 08/09/2002

Voice 08/10/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/13/2002

TTY 08/11/2002

Customer requested changes to Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Speed dial list form completed.

Contact Closed: 08/11/2002

Voice 08/12/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller Profile Form completed.

Contact Closed: 08/12/2002

Voice 08/12/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/12/2002

Voice 08/12/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller Profile form completed.

Contact Closed: 08/14/2002

Voice 08/14/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller Profile form completed.

Contact Closed: 08/14/2002

Voice 08/14/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/14/2002

TTY 08/14/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/14/2002

TTY 08/19/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/20/2002

Voice 08/20/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/21/2002

TTY 08/23/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/23/2002

TTY 08/26/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller Profile completed.

Contact Closed: 08/26/02

Voice 08/28/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/28/2002

Voice 08/29/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 09/01/2002

TTY 08/30/02

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/30/2002

Voice 08/30/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 09/04/2002

Voice 08/30/2002

Customer requested changes to Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/30/2002

TTY 08/30/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/30/2002

Voice 08/30/2002

Customer requested a Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile form completed.

Contact Closed: 08/29/2002

Tennessee Detailed Service Reports

*** September, 2002 ***

Complaints

TTY 09/07/2002 ID number 106049

Garble

Category: Garbled Words

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Testing completed. Garble only intermittent. Customer will get TTY checked.

Contact Closed: 09/11/2002

Voice 09/07/2002 ID number 106063

Customer is profiled for AT&T long distance but is getting billed by MCI.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customers profile was verified and testing performed on system with the customer's telephone number. The customer has been refunded all MCI long distance charges.

Contact Open: Awaiting the bill from the customer.

TTY 09/14/2002 ID number 107790

The customer was unable to complete a call through Relay.

Category: Miscellaneous Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The technical team tested the number and was able to complete a call.

Contact Closed: 09/16/2002

Voice 09/20/2002 ID number 109644

CA hung up on customer, the CA number was not provided.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: A search was performed and a record of the call could not be found.

Contact Closed: 09/28/2002

TTY 09/23/2002 ID number 110278

Customer is profiled for AT&T long distance but is getting billed by MCI.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customers profile was verified and testing performed on system with the customer's telephone number. The customer has been refunded all MCI long distance charges.

Contact Closed: 09/23/2002

Voice 09/26/2002 ID number 111316

CA voice clarity, the customer did not provide CA number.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: A search was performed and a record of the call could not be found.

Contact Closed: 09/27/2002

TTY 09/30/2002 ID number 112167

CA did not follow instructions.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 09/30/2002

Inquiries Comments

TTY 09/05/2002 ID number 105447

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/11/2002

TTY 09/09/2002 ID number 106315

Requested caller profile

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed

Contact Closed: 09/11/2002

TTY 09/09/2002 ID number 106256

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/11/2002

TTY 09/09/2002 ID number 106371

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/11/2002

TTY 09/13/2002 ID number 107614

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/17/2002

Voice 09/14/2002 ID number 107796

Customer requested a change in the Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/18/2002

Voice 09/14/2002 ID number 107861

Customer requested a change in the Caller Profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/19/2002

Voice 09/16/2002 ID number 108357

Caller profile requested.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed

Contact Closed: 09/18/2002

TTY 09/17/2002 ID number 108672

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/18/2002

TTY 09/17/2002 ID number 108473

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/19/2002

Voice 09/21/2002 ID number 109684

Customer requested profile verification.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative checked files and customer is profiled correctly.

Contact Closed: 09/21/2002

Voice 09/22/2002 ID number 109902

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed

Contact Closed: 09/23/2002

TTY 09/27/2002 ID number 111438

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 09/27/2002

Tennessee Detailed Service Reports

*** October, 2002 ***

Complaints

TTY 10/05/2002 ID number 113633

The CA hung up on the customer.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 10/7/2002

TTY 10/10/2002 ID number 115103

The customer is unable to connect to the terminating number.

Category: Equipment Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer was provided with an alternative number to reach the terminating party directly. TN Relay technical team is working to solve this problem.

Contact Open

Voice 10/12/2002 ID number 115627

CA would not place a call for the customer and was rude.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 10/16/2002

TTY 10/14/2002 ID number 116070

Customer was unable to complete a collect call due to the terminating number not validating the call.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer service representative verified the terminating number does not accept the collect call charges.

Contact Closed: 10/14/2002

Voice 10/16/2002 ID number 116676

The customer was unable to place a long distance call through preferred carrier of choice when using TN Relay.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Technical team reviewed the issue, discovered isolated technical problem that has been corrected. Customer's preferred carrier is available.

Contact Closed: 11/4/02

TTY 10/23/2002 ID number 118624

Customer is unable to make long distance calls using preferred carrier of choice.

Category: Miscellaneous

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer sent the bill. The bill showed the calls were placed directly to the terminating party. The customer was redirected to the local exchange carrier.

Contact Closed: 10/29/2002

Voice 10/25/2002 ID number 119597

The CA hung up on the customer

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 10/29/2002

TTY 10/26/2002 ID number 119716

The customer's caller profile was not set up properly.

Category: Miscellaneous Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer's caller profile has been updated and completed in the system.

Contact Closed: 11/01/2002

TTY 10/27/2002 ID number 119800

The wrong carrier of choice has billed the customer.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer will be credited the amount incorrectly billed once the bill is received by customer service. Customer's bill has not yet been received. Customer Service has made and is continuing to make follow-up reminder calls to the customer.

Contact Open

TTY 10/30/2002 ID number 120858

Customer's carrier of choice is not properly processing calls through TN Relay.

Category: Miscellaneous Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer's desired carrier of choice is not connected to the LEC tandem used by TN Relay for connecting long distance calls. MCI Global Relay technical team has submitted connection request package to carrier and is awaiting a response.

Contact Open

Tennessee Detailed Service Reports

***** November, 2002 *****

Commendations

Voice 11/17/2002 ID number 126523

Service Commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer was thanked and the commendation was passed to the TN Relay Operations Team.

Contact Closed: 11/17/2002

Complaints

TTY 11/06/2002 ID number 122962

The customer is not satisfied with the typing by the CAs.

Category: Typing skill/speed

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer did not report one specific CA. As part of MCI Global Relays commitment to quality all CAs are continuously being retrained and coached.

Contact Closed: 11/06/2002

TTY 11/11/2002 ID number 124499

The customer is unable to connect to phone repair service.

Category: Miscellaneous

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer called a number that is not in service. Customer was contacted on 11/20/02, the customer service representative reached a recording stating the line had been disconnected.

Contact Closed: 11/25/2002

Voice 11/16/2002 ID number 126388

The customer is receiving harassing phone calls through Relay and requested the service be blocked.

Category: Scope of service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer service representative provided customer with number for the MCI Call Annoyance Bureau and referred the customer to their Local Exchange Carrier.

Contact Closed: 11/16/2002

TTY 11/16/2002 ID number 126301

The CA did not process the call as per the customer's request.

Category: Methods Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer did not report the CA number, all CAs were reminded of the call process.

Contact Closed: 11/16/2002

TTY 11/21/2002 ID number 127947

The customer complained that the CA was not attentive.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 11/26/2002

Inquiries Comments

TTY 11/12/2002 ID number 124821

The customer requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 11/12/2002

Voice 11/14/2002 ID number 125522

The customer requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 11/14/2002

TTY 11/15/2002 ID number 125967

The customer requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 11/15/2002

TTY 11/16/2002 ID number 126315

The customer requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Caller profile completed.

Contact Closed: 11/16/2002

Tennessee Detailed Service Reports

***** December, 2002 *****

Commendations

Voice 12/17/2002 ID number 136057

The customer commended a CA for providing quality service.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 12/17/2002

Complaints

Voice 12/01/2002 ID number 130952

The customer requested to have calls through the Tennessee Relay Service be blocked from calling his number.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer service representative advised the customer to contact their local phone company.

Contact Closed: 12/01/2002

Voice 12/02/2002 ID number 131392

The customer was receiving harassing phone calls from a person calling through the Tennessee Relay Service.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer service representative advised the customer to contact their local phone company and to contact the police department to file a report.

Contact Closed: 12/02/2002

TTY 12/04/2002 ID number 132064

The customer reported ringing and no answer at the Tennessee Relay Service.

Category: Answer/Wait Time

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer service representative asked for additional information but the customer disconnected. The relay center was experiencing high call volume at the time of the call.

Contact Closed: 12/04/2002

Voice 12/15/2002 ID number 135271

The CA did not follow instructions.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 12/16/2002

TTY 12/20/2002 ID number 136907

The CA did not follow instructions.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer did not report a CA number, a number was found and the CA was coached.

Contact Closed: 12/30/2002

TTY 12/28/2002 ID number 138742

The CA disconnected from the customer.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 01/08/2003

Voice 12/30/2002 ID number 138918

The customer is receiving harassing phone calls from a person calling through Tennessee Relay.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer service representative advised the customer to contact their local phone company and to contact the police department to file a report.

Contact Closed: 12/30/2002

TTY 12/31/2002 ID number 139462

Voice users not able to understand VCO user.

Category: Miscellaneous Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer service representative was not able to duplicate the problems. The customer service representative suggested the user to contact customer service with more specific information about the type of problems experienced by voice users.

Contact Closed: 12/31/2002

Inquiries Comments

TTY 12/04/2002 ID number 132331

The customer requested a profile change.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Documented information and made changes in the main data base on 12/04/02.

Tennessee Detailed Service Reports

***** January, 2003 *****

Commendations

TTY 01/04/2003 ID number 140626

CA commendation: accurate and quality service provided.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was notified and commended.

Contact Closed: 01/04/2003

Voice 01/28/2003 ID number 148312

RO/CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was notified and commended.

Contact Closed: 01/28/2003

Complaints

TTY 01/02/2003 ID number 139941

TTY customer receiving garbled words.

Category: Garbled Words

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer will change the location of the TTY machine to see garble clears, and will call Customer Service if problem reoccurs.

Contact Closed: 01/15/2003

TTY 01/02/2003 ID number 140103

Customer requesting to have their speed dial list checked and corrected.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Speed Dial List updated and e-mailed to customer.

Contact Closed: 01/03/2003

TTY 01/14/2003 ID number 143782

CA did not follow instructions.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 01/21/2003

TTY 01/18/2003 ID number 145078

Customer requested English to Spanish translation services.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: At this time translation services are not available.

Contact Closed: 01/18/2003

TTY 01/18/2003 ID number 145079

Customer requested English to Spanish translation services.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: At this time translation services are not available.

Contact Closed: 01/18/2003

TTY 01/24/2003 ID number 147077

Customer experienced garbled words.

Category: Garbled Words

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative provided customer with troubleshooting techniques. Garbled cleared

Contact Closed: 01/24/2003

TTY 01/27/2003 ID number 147567

Customer requested to re-profile his work phone numbers due to technical difficulties

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile information updated in the system.

Contact Closed: 01/30/2003

TTY 01/28/2003 ID number 147939

Customer's caller profile not set properly.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile updated in system

Contact Closed: 01/30/2003

TTY 01/28/2003 ID number 148099

VCO profile not set properly.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile updated in system.

Contact Closed: 01/30/2003.

TTY 01/29/2003 ID number 148682

VCO profile not set properly.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile updated.

Contact Closed: 01/30/2003

TTY 01/30/2003 ID number 148952

Customer's caller profile not set properly.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile updated in system.

Contact Closed: 01/30/2003

TTY 01/30/2003 ID number 149034

Customer's caller profile not set properly.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile updated in system.

Contact Closed: 01/30/2003

TTY 01/31/2003 ID number 149339

RO inattentive.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 02/04/2003

TTY 01/31/2003 ID number 149503

Customer is receiving long distance charges for local calls.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer will faxing a copy of their bill for review and investigation.

Contact Closed:

Inquiries Comments

TTY 01/10/2003 ID number 142590

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile updated in the system.

Contact Closed: 01/10/2003

TTY 01/17/2003 ID number 144852

Requested caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile was completed in system.

Contact Closed: 01/17/2003

Tennessee Detailed Service Reports

*** February, 2003 ***

Complaints

Voice 02/04/2003 ID number 150675

Customer unable to reach TN Relay by dialing 711 through a PBX system.

Category: Equipment Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative advised customer to contact their PBX system administrator and to instruct them to program the PBX so that 711 calls will be routed to TN Relay.

Contact Closed: 02/04/2003

Voice 02/08/2003 ID number 151976

CA hung up on the customer.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 03/04/2003

Voice 02/10/2003 ID number 152601

CA did not speak clearly and did not provide identification number to customer when requested.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached. Customer provided with additional information about Relay call-handling protocol and procedures, and informed that the CA cannot become involved in the call.

Contact Closed: 03/04/2003

TTY 02/12/2003 ID number 153171

Customer dislikes current TN Relay quality and the voice accents of some CAs.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer did not provide specific call information or CA identification numbers. Customer Service Representative informed customer that all operators are trained in call processing procedures, and that customer can instruct CAs to announce their call in any manner they would like.

Contact Closed: 02/12/2003

TTY 02/12/2003 ID number 153435

Customer requested English to Spanish translation.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer advised that translation services are not available.

Contact Closed: 02/12/2003

TTY 02/15/2003 ID number 154421

CA did not follow instructions.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 02/21/2003

TTY 02/28/2003 ID number 158585

VCO user states that some CAs are not able to understand his speed dial instructions.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: No specific CA identification numbers provided by customer. All CAs reminded about proper Speed Dial procedures during team meetings.

Contact Closed: 03/04/2003

Tennessee Detailed Service Reports

***** March, 2003 *****

Commendations

Voice 03/07/2003 ID number 160598

CA commendation. Customer commented that CA was very professional and had very good voice inflection.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 03/07/2003

TTY 03/07/2003 ID number 160600

Service commendation for "excellent service" provided to both Originating and terminating customers. Call was typing error free. CA number not provided.

Category: Relay/OSD Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Commendation provided to Center Management.

Contact Closed: 03/07/2003

TTY 03/14/2003 ID number 163126

CA Commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 03/14/2003

TTY 03/31/2003 ID number 168549

CA Commendation. Customer stated that CA did a great job with a call to the pharmacy to order his prescriptions.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 03/31/2003

Complaints

TTY 03/02/2003 ID number 158894

TTY customer experiencing garbling.

Category: Garbled Words

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative provided trouble shooting techniques to reduce garble. Customer's TTY is old and some keys are sticking. CSR provided contact information for TDAP.

Contact Closed: 03/25/03

Voice 03/11/2003 ID number 161901

Customer's carrier of choice profile is ATT but has been billed by another carrier.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative verified profile's carrier of choice as ATT. Customer Service is awaiting receipt of full copy of bill from customer, so that a credit request can be processed.

Contact Closed:

TTY 03/13/2003 ID number 162470

TTY customer received garbled words.

Category: Garbled words

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative provided troubleshooting techniques.

Contact Closed: 03/13/03

TTY 03/13/2003 ID number 162797

Customer's carrier of choice profile is ATT but has been billed by another carrier.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service Representative verified profile's carrier of choice as ATT. Customer Service has received a copy of bill from customer, and a credit request has been processed.

Contact Closed: 04/23/2003

TTY 03/16/2003 ID number 163542

CA hung up on customer.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: No coaching could take place, CA no longer employed.

Contact Closed: 03/19/03.

TTY 03/31/2003 ID number 168458

Customer's carrier of choice profile is ATT but has been billed by another carrier.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer's profile information reentered into the system with ATT as the preferred carrier of choice. Customer Service is awaiting receipt of a copy of bill from customer, so that a credit request can be processed.

Contact Closed:

Inquiries, Comments

Voice 03/24/2003 ID number 166182

Requested new caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile was completed in the system.

Contact Closed: 03/24/2003

Tennessee Detailed Service Reports

*** April, 2003 ***

Commendations

TTY 04/02/2003 ID number 169435

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 04/02/2003

TTY 04/11/2003 ID number 172957

CA commendation

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 04/11/2003

TTY 04/12/2003 ID number 173343

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 04/16/2003

Voice 04/16/2003 ID number 174839

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 04/16/2003

Voice 04/16/2003 ID number 174844

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended.

Contact Closed: 04/16/2003

Complaints

Voice 04/01/2003 ID number 169204

Customer requested that calls from TN Relay to her number be blocked.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSR informed Caller that she should call her LEC to inquire about call blocking so she would not receive calls through TN Relay.

Contact Closed: 04/08/2003

TTY 04/03/2003 ID number 169768

CA did not follow instructions.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA is no longer employed.

Contact Closed: 04/08/2003

Voice 04/07/2003 ID number 171175

Customer unhappy that TN Relay CAs do not prompt callers for carrier of choice.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service has received a copy of bill from customer, and a credit request has been processed. Customer informed that a caller profile can be created with customer's preferred carrier of choice, and that the CAs will automatically process caller's LD calls via that carrier.

Contact Closed:

TTY 04/10/2003 ID number 172385

TTY customer complained of CA typing accuracy.

Category: Typing Skill/Speed

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer unhappy with number of typing mistakes. Customer faxed copy of TTY tapes. Copies provided to TN Relay operations for review and CA coaching.

Contact Closed: 05/20/2003

Voice 04/11/2003 ID number 173012

Customer receiving bills for local calls through TN Relay.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Local Phone Company was contacted (Bell South) they verified that call should be considered a local call. Customer will pursue credit with LEC.

Contact Closed: 04/22/2003

TTY 04/16/2003 ID number 174617

CA did not follow instructions.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 05/06/2003

Voice 04/25/2003 ID number 178066

CA procedure misunderstanding, CA interrupting customer.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached. CSR explained CA call handling procedures to customer.

Contact Closed: 05/06/2003

Voice 04/25/2003 ID number 178087

Customer receiving harassing phone calls through the TN Relay.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSR apologized for the inconvenience and explained relay to the caller. Referred customer to their LEC and the local authorities to place a report.

Contact Closed: 04/25/2003

Inquiries Comments

Voice 04/02/2003 ID number 169265

Customer requested the number for TDAP.

Category: Explanation of Relay

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Information provided.

Contact Closed: 04/02/2003

Voice 04/03/2003 ID number 169773

Requested the number for the TDAP.

Category: Explanation of Relay

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Number was provided.

Contact Closed: 04/03/2003

Voice 04/04/2003 ID number 170193

Requested TRS materials.

Category: TTY Distribution/Purchase

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSR sent information and provided the number to the TDAP.

Contact Closed: 04/04/2003

Tennessee Detailed Service Reports

***** May, 2003 *****

Complaints

TTY 05/02/2003 ID number 180290

Customer receiving garble.

Category: Garbled Words

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSR provided troubleshooting techniques for clearing up garble and explanation of how garble may occur. Several attempts made to contact customer requesting he submit TTY tapes with garble examples, no response received.

Contact Closed: 06/17/2003

TTY 05/17/2003 ID number 185522

Customer receiving garble.

Category: Garbled Words.

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer referred to TDAP for replacement of TTY machine.

Contact Closed: 05/27/2003

Voice 05/17/2003 ID number 185549

CA was inattentive.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number not provided, CA could not be coached.

Contact Closed: 05/21/2003

TTY 05/19/2003 ID number 185996

Unable to complete regionally restricted call.

Category: Miscellaneous

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Terminating number to LEC Service not available, alternative number provided.

Contact Closed: 06/3/2003

TTY 05/20/2003 ID number 186322

Customer dislikes call processing procedure.

Category: Methods Related.

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Credit request processed. Caller profile option explained to customer for designating preferred carrier of choice.

Contact Closed: 05/20/2003

TTY 05/20/2003 ID number 186327

CA was rude.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 05/29/2003

TTY 05/23/2003 ID number 187320

CA did not properly explain relay.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 05/28/2003

TTY 05/23/2003 ID number 187439

CA not familiar with procedure.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 05/28/2003

TTY 05/31/2003 ID number 189802

Customer requested English/Spanish translation.

Category: Scope of Service

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSR informed customer that TN Relay does not offer this service at this time.

Contact Closed: 05/31/2003

TTY 05/31/2003 ID number 189877

Customer dislikes call-processing procedure.

Category: Methods Related.

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Information provided to management for review.

Contact Closed: 05/31/2003

Inquiries Comments

Voice 05/03/2003 ID number 180747

Customer requested phone number for TDAP.

Category: TTY Distribution/Purchase

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSR provided the number for the TDAP.

Contact Closed: 05/03/2003

Voice 05/05/2003 ID number 181139

Customer requested profile changes.

Category: Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Profile form completed.

Contact Closed: 05/05/2003

TENNESSEE REGULATORY AUTHORITY



Eddie Roberson, Chairman
Pat Miller, Director
Sara Kyle, Director
Ron Jones, Director

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Tennessee Regulatory Authority FCC Summary Log For Tennessee Relay Service June 1, 2003 to May 31, 2004

The Tennessee Regulatory Authority received one (1) consumer complaints during the period of June 1, 2003 to May 31, 2004.

June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec '03	Jan '04	Feb '04	Mar '04	Apr '04	May '04
1	0	0	0	0	0	0	0	0	0	0	0

Tennessee Regulatory Authority
Tennessee Relay Services Complaint Log Summary
June 1, 2003 to May 31, 2004

TRA Complaint #	Date Opened	Description of Issue	Description of Resolution	Date Closed
03-0951	6/9/03	Complaint of Nancy Wiltshire, Tipton County , TN	Relay Complaint	7/31/03



**FCC Summary Log
For
Tennessee Relay Service
June 1, 2003 to May 31, 2004**

Number of Complaints received from June 1, 2003 to May 31, 2004

June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec '03	Jan '04	Feb '04	Mar '04	Apr '04	May '04
8	5	7	4	1	4	6	2	4	2	4	2

The total Number of Complaints for this reporting period was 49. Complaints are followed up and resolved in a timely manner.

Tennessee Detailed Service Reports

*** June, 2003 ***

Commendations

Voice 06/13/2003

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended by Supervisor.

Contact Closed: 06/13/2003

TTY 06/23/2003

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended by Supervisor.

Contact Closed: 06/23/2003

Voice 06/28/2003

CA commendation

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended by Supervisor.

Contact Closed: 06/28/2003

TTY 06/29/2003

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended by Supervisor.

Contact Closed: 06/29/2003

TTY 06/30/2003

Caller wanted to commend RO 9129F for "relaying the call superbly."

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended by Supervisor.

Contact Closed: 06/30/2003

Voice 06/30/2003

CA commendation, CA understood STS customer with no problems.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commended by Supervisor.

Contact Closed: 06/30/2003

Complaints

TTY 06/01/2003

Service concern: customer does not like current procedure for VCO explanation.

Category: Methods Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The feedback was forwarded to the Operations group for review of the VCO script.

Contact Closed: 6/01/2003

TTY 06/05/2003

CA hung up on customer.

Category: CA hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 06/17/2003

TTY 06/13/2003

CA did not keep customer informed of the call status.

Category: Attitude and Manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 06/17/2003

TTY 06/13/2003

CA hung up on customer.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 06/17/2003

TTY 06/14/2003

The customer reported ringing no with answer in Customer Service and the TN Relay Service.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Informed customer during specific time frame Customer Service experienced a high call volume and apologized for the inconvenience.

Contact Closed: 06/14/2003

TTY 06/16/2003

The CA misunderstood the customer's request.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 06/17/2003

TTY 06/17/2003

The customer does not like TN Relay procedure.

Category: METHODS RELATED

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The supervisor apologized and offered to have the CA process the call according to the customer's preferences. The caller declined offer and ended the call. The CA was coached.

Contact Closed: 06/17/2003

TTY 06/19/2003

The customer stated that the CAs are not following customer s profile.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.
Contact Closed: 06/19/2003

TTY 06/20/2003

The customer does not like TN Relay procedure.

Category: Methods Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer complaint and suggestions were forwarded to Operations for consideration.

Contact Closed: 06/20/2003

Voice 06/26/2003

CA hung up on customer.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer did not have CA number and search did not result in positive CA/Call match due to numerous calls made in time frame reported. Coaching information forwarded to training department.

Contact Closed: 06/26/2003

TTY 06/26/2003 ID number 198384

Requested English to Spanish translation.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: MCI does not offer translation services at this time.

Contact Closed: 06/26/2003

TTY 06/26/2003

The CA typed too slowly.

Category: TYPING SKILL/SPEED

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA has been coached.

Contact Closed: 06/26/2003

Voice 06/27/2003

The CA was unable to complete the call.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.
Contact Closed: 06/27/2003

Voice 06/27/2003

The CA was unable to complete the call.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was coached.

Contact Closed: 06/27/2003

Voice 06/28/2003

The CA did not follow instructions.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: RO nbr not provided. BDR requested. Nothing found.

Contact Closed: 07/01/2003

TTY 06/30/2003

Caller stated that the CA transferred him to the wrong place.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA Coached

Contact Closed: 06/30/2003

Voice 06/30/2003 ID number 199702

Caller stated that the CA did not follow directions properly.

Category: CA/OPR Related Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA Coached

Contact Closed: 06/30/2003

Inquiries Comments

Voice 06/05/2003

Caller profile requested: VCO.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Tennessee Detailed Service Reports

***** July, 2003 *****

Commendations

TTY 07/01/2003 ID number 200198

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number verified and CA commended.

Contact Closed: 07/01/2003

TTY 07/11/2003 ID number 203479

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number verified and CA commended.

Contact Closed: 07/11/2003

TTY 07/18/2003 ID number 205993

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number verified and CA commended.

Contact Closed: 07/18/2003

Voice 07/22/2003 ID number 206944

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number verified and CA commended.

Contact Closed: 07/22/2003

TTY 07/25/2003 ID number 208344

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number verified and CA commended.

Contact Closed: 07/25/2003

Complaints

TTY 07/10/2003 ID number 203004

The CA hung up on the term party and transferred the customer to Customer Service without customer request.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service apologized to the customer for the inconvenience CA coached.

Contact Closed: 07/17/2003

Voice 07/12/2003 ID number 203737

The Customer requested a TNRS service block.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service explained Tennessee Relay Service and referred customer to their telephone provider.

Contact Closed: 07/12/2003

TTY 07/14/2003 ID number 204364

The customer is receiving bills from Sprint after he selected MCI as his carrier of choice.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service set a profile for the customer's number for MCI. The customer was provided a complimentary prepaid calling card.

Contact Closed: 07/24/2003

TTY 07/15/2003 ID number 204560

Customer is experiencing difficulties connecting to 711.

Category: Technical Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service provided the customer with tips to help avoid the difficulties and advised the customer to call back if the problem continued for further assistance.

Contact Closed: 07/22/2003

Voice 07/18/2003 ID number 205906

The customer complained of TN Relay CA Supervisors not giving their name when requested.

Category: METHODS RELATED

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: An email response was sent to the customer apologizing for the inconvenience and explained the TN Relay policy for Supervisor communication with customers.

Contact Closed: 07/22/2003

Voice 07/23/2003 ID number 207605

The customer was unsatisfied with the TN Relay Supervisor naming policy explanation. The customer requested more information.

Category: METHODS RELATED

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The customer received the answers to his questions and is satisfied with the results.

Contact Closed: 07/23/2003

TTY 07/23/2003 ID number 207639

The customer stated that the CA disconnected from them too quickly.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service apologized for the inconvenience and the CA has been coached.

Contact Closed: 07/29/2003

Voice 07/29/2003 ID number 209494

The CA was unresponsive to the customer.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service apologized for the inconvenience and the CA was coached.

Contact Closed: 07/31/2003

Voice 07/29/2003 ID number 209521

Customer stated the CA was rude.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service apologized for the inconvenience and the CA was coached.

Contact Closed: 07/31/2003

Voice 07/29/2003 ID number 209403

Customer requested to block the IP Relay Service.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Provided the customer with an IP Relay Email address.

Contact Closed: 07/29/2003

Tennessee Detailed Service Reports

*** August, 2003 ***

Commendations

TTY 08/08/2003 ID number 212994

CA Commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number verified and CA commended.

Contact Closed: 08/08/2003

Voice 08/11/2003 ID number 213838

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number verified and CA commended.

Contact Closed: 08/11/2003

Voice 08/15/2003 ID number 215178

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA number verified and CA commended.

Contact Closed: 08/15/2003

Complaints

TTY 08/01/2003 ID number 210489

Customer experienced problems with VCO.

Category: Technical Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: VCO system was tested with the customer, the customer will trouble shoot the next time there is a problem.

Contact Closed: 08/01/2003

TTY 08/01/2003 ID number 210480

The customer experienced ringing no answer.

Category: Answer/Wait Time

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service apologized for the inconvenience and transferred the customer to a TN CA.

Contact Closed: 08/01/2003

Voice 08/05/2003 ID number 211817

Customer is a payphone owner and long distance calls are being placed from one of his phones.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The pay phone number was profiled and the info digits checked for accuracy. A test call was made and the pay phone can no longer be billed for a long distance call.

Contact Closed: 08/05/2003

Tennessee Detailed Service Reports

*** September 2003 ***

Commendations

TTY 09/04/2003 ID number 221276

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was commended.

Contact Closed: 09/04/2003

Voice 09/19/2003 ID number 226102

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was commended.

Contact Closed: 09/19/2003

TTY 09/26/2003 ID number 228054

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was commended.

Contact Closed: 09/26/2003

Complaints

Voice 09/04/2003 ID number 221552

Caller stated that they are receiving harassing calls through TRS.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP explained TN Relay and apologized for the inconvenience and referred the caller to their LEC.

Contact Closed: 09/04/2003

Voice 09/15/2003 ID number 224389

Caller requested the TN Relay Service be blocked.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP explained TN Relay procedures and confidentiality and suggested the customer contact their LEC to have the service blocked.

Contact Closed: 09/15/2003

TTY 09/19/2003 ID number 226069

Caller wanted to use a specific carrier of choice when placing an international call through TN Relay.

Category: Miscellaneous

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP informed customer of the procedure to follow when placing international calls through TN Relay using their preferred carrier.

Contact Closed: 09/19/2003

TTY 09/23/2003 ID number 227037

Caller believes that the LD term should be a local call.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service is working with the LEC to resolve this issue.

Contact Closed: Open

TTY 09/24/2003 ID number 227447

Caller getting over 20 rings when dialing 711 into TNRS

Category: Answer/Wait Time

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP apologized for the inconvenience and informed the customer that if call traffic is high that there can be a short waiting period for a CA.

Contact Closed: 09/24/2003

Voice 09/28/2003 ID number 228380

Caller experiences line disconnects when using relay.

Category: DISCONNECT

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Insufficient information provided by the customer. CSP contacted the customer via email for troubleshooting and requesting that the customer call immediately following any difficulties.

Contact Closed: 10/04/2003

TTY 09/29/2003 ID number 228565

Caller is unable to reach relay when dialing 711 from home.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP used trouble-shooting techniques with this customer and found that the customer was actually connecting with a CA when dialing 711. CSP worked with the customer to facilitate connection with the CA when using 711.

Contact Closed: 09/29/2003

TTY 09/29/2003 ID number 228477

Caller is unable to reach TN Relay when dialing 711 from home.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service found that the LEC had misrouted 711 calls in this customer's area. CSP contacted LEC, and LEC is now routing 711 calls appropriately.

Contact Closed: 09/29/2003

Inquiries Comments

TTY 09/03/2003 ID number 221114

Caller requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service entered the customer's profile in the system.

Contact Closed: 09/03/2003

TTY 09/04/2003 ID number 221241

Caller requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service entered the customer's profile in the system.

Contact Closed: 09/04/2003

Voice 09/12/2003 ID number 223809

Caller requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service entered the customer's profile in the system.

Contact Closed: 09/12/2003

TTY 09/22/2003 ID number 226717

Caller requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service entered the customer's profile in the system.

Contact Closed: 09/22/2003

TTY 09/22/2003 ID number 226702

Caller requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service entered the customer's profile in the system.

Contact Closed: 09/22/2003

TTY 09/29/2003 ID number 228627

Caller requested a caller profile.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer Service entered the customer's profile in the system.

Contact Closed: 09/29/2003

TTY 09/30/2003 ID number 229100

Caller requested changes to his speed dial list.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP updated mainframe and completed Speed Dial Form.

Contact Closed: 09/30/2003

Tennessee Detailed Service Reports

*** October, 2003 ***

Commendations

TTY 10/07/2003 ID number 231091

CA Commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was commended

Contact Closed: 10/07/2003

TTY 10/31/2003 ID number 238197

CA Commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was commended

Contact Closed: 10/31/2003

Complaints

TTY 10/03/2003 ID number 230102

Caller requested to use a specific long distance carrier for their call.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP informed caller that the requested carrier was not available at this time and inquired if there was another carrier or billing method they would like to use instead. CSP also informed caller that the requested carrier could be added to the TN Relay database for use in the future. Caller stated that they would call back.

Contact Closed: 10/03/2003

Voice 10/08/2003 ID number 231403

Caller, a business, requested to block calls made through the TN Relay Service.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP informed caller that their number could not legally be blocked because of federal access laws.

Contact Closed: 10/08/2003

Voice 10/22/2003 ID number 235580

Caller reported hearing an echo when using relay.

Category: Technical Other

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP gave troubleshooting techniques tested the line. No echo was detected. Caller will contact Customer Service again should the problem recur.

Contact Closed: 10/22/2003

Voice 10/24/2003 ID number 236076

Caller, a business, stated they had received harassing calls through TN Relay and requested to block calls made through the TN Relay Service.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP apologized that the service was used in this way. CSP also informed caller that their number could not legally be blocked because of federal access laws, and that caller could contact local authorities to lodge a complaint.

Contact Closed: 10/24/2003

Voice 10/29/2003 ID number 237495

Caller stated they had received harassing phone calls to their home through TN Relay and requested to block calls made through the TN Relay Service.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP apologized that the service was used in this way. CSP also referred caller to their local phone company to request a block and to local authorities to lodge a complaint.

Contact Closed: 10/29/2003

Voice 10/30/2003 ID number 237798

Caller stated that the CA hung up on the customer.

Category: CA Hung up

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was identified and coached.

Contact Closed: 10/30/2003

TTY 10/31/2003 ID number 238155

Caller stated that there were too many numbers in his speed dial list and that his caller profile had not been set properly.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP deleted unnecessary numbers from the speed dial list at the caller's direction and reset the caller's profile to the appropriate settings.

Contact Closed: 10/31/2003

Inquiries Comments

Voice 10/01/2003 ID number 229210

Caller requested the number for the TDAP.

Category: TTY Distribution/Purchase

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP provided caller the TDAP telephone number.

Contact Closed: 10/01/2003

Voice 10/01/2003 ID number 229294

Requested caller profile.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The requested profile has been added to the database.

Contact Closed: 10/01/2003

Voice 10/02/2003 ID number 229637

Caller inquired where to obtain a phone amplifier.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP provided caller the TDAP telephone number.

Contact Closed: 10/02/2003

Tennessee Detailed Service Reports

*** November, 2003 ***

Commendations

TTY 11/05/2003 ID number 239652

Operators are doing a good job typing today.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP thanked customer for his comments and told him the information would be passed on.

Contact Closed: 11/05/2003

TTY 11/17/2003 ID number 243124

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was commended

Contact Closed: 11/17/03

TTY 11/24/2003 ID number 245197

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was commended

Contact Closed: 11/24/2003

TTY 11/29/2003 ID number 246307

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was commended

Contact Closed: 11/29/2003

Complaints

Voice 11/05/2003 ID number 239748

Caller does not like current transparency procedures.

Category: METHODS RELATED

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP thanked the customer for taking the time to share their comment and explained the need for the procedure.

Contact Closed: 11/05/2003

Voice 11/06/2003 ID number 239999

Caller stated that he does not like current procedure.

Category: METHODS RELATED

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The supervisor attempted to explain the procedure and provided the Customer Service number.

Contact Closed: 11/06/2003

TTY 11/07/2003 ID number 240170

Caller stated the CA used the wrong billing option.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Credit was issued.

Contact Closed: 11/21/03

TTY 11/07/2003 ID number 240365

Caller stated that the CA did not keep him informed of call status.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was identified and coached.

Contact Closed: 11/29/2003

TTY 11/09/2003 ID number 240681

Caller stated that the CA did not follow procedure.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was identified and coached.

Contact Closed: 11/18/2003

TTY 11/10/2003 ID number 241004

Caller stated that the CA hung up on him.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was identified and coached.

Contact Closed: 11/29/03

Voice 11/12/2003 ID number 241546

Caller stated that the CA did not follow instructions.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA was identified and coached

Contact Closed: 11/29/03

TTY 11/12/2003 ID number 241766

The caller stated that the CA was unable to process his calls.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Customer had an invalid CoC profile; profile changed and call was processed.

Contact Closed: 11/18/2003

TTY 11/12/2003 ID number 241775

Caller stated that he does not like current procedures.

Category: METHODS RELATED

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP clarified procedures to customer.

Contact Closed: 11/12/2003

Voice 11/18/2003 ID number 243282

Caller requested to block service.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP referred caller to the local telephone company

Contact Closed: 11/18/03

Voice 11/20/2003 ID number 244159

Caller stated they had been receiving harassing calls through TNRS and requested the service to be blocked.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP referred caller to the local phone company to discuss options.

Contact Closed: 11/20/2003

Voice 11/21/2003 ID number 244556

Caller, a business, requested to block the Relay service because of repeated harassing phone calls.

Category: SCOPE OF SERVICE

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP referred caller to local authorities and the LEC to discuss options.

Contact Closed: 11/21/2003

Voice 11/23/2003 ID number 244913

Caller was upset that the CA did not fulfill his request.

Category: METHODS RELATED

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Clarification of procedure was provided to customer.

Contact Closed: 11/23/2003

Tennessee Detailed Service Reports

*** December 2003 ***

Commendations

TTY 12/02/03 ID number 247120

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commendation provided to Supervisor and included in CA's file

Contact Closed: 12/02/03

TTY 12/17/03 ID number 251872

CA commendation.

Category: CA/OPR Related

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA commendation provided to Supervisor and included in CA's file

Contact Closed: 12/17/03

Complaints

TTY 12/1/03 ID number 247021

Caller complained that they were transferred to Customer Service with out requesting the transfer.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Unable to identify CA after extensive BDR search.

Contact Closed: 12/7/03

TTY 12/2/03 ID number 247095

Caller was billed by MCI when profiled as IDT.

Category: Verification Billing

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP apologized for the inconvenience and provided fax number of 877-432-9624. Customer will be sending info Friday 12/5 for billing specialist to review and credit. A credit has been issued.

Contact Closed: 12/31/03

TTY 12/04/03 ID number 248073

Ring, no answer at TN Relay.

Category: Answer/Wait Time

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Informed caller that there was a temporarily high call volume and to try the call again.

Contact Closed: 12/4/03

TTY 12/08/03 ID number 249135

CA inattentive.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA has been coached.

Contact Closed: 1/15/04

TTY 12/15/03 ID number 250959

CA did not follow instructions to type slow.

Category: OTHER

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA has been coached.

Contact Closed: 1/15/04

Voice 12/16/03 ID number 251309

CA was rude to customer.

Category: Attitude and manner

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA has been coached.

Contact Closed: 1/15/04

TTY 12/19/03 ID number 252432

CA complaint.

Category: CA Hung up on me

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: The CA has been coached.

Contact Closed: 1/15/04

Inquiries Comments

Voice 12/01/03 ID number 246570

Customer requested the North Carolina Relay telephone number.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Provided caller the North Carolina Relay telephone number.

Contact Closed: 12/01/03

TTY 12/02/03 ID number 247263

VCO caller wanted to know why MCI operators do not have the capability to retrieve messages from his voice mail that are TTY tones.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP sent an e mail to customer explaining the process.

Contact Closed: 12/05/03

Voice 12/04/03 ID number 247871

Caller requested the TNRS TTY phone number.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP provided the TN TTY access number.

Contact Closed: 12/04/03

Voice 12/4/03 ID number 247866

Caller wanted to know how to use relay service and how the Speed Dial List works for a VCO phone.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: Information was provided to customer.

Contact Closed: 12/4/03

Tennessee Detailed Service Reports

*** January 2004 ***

Complaints

Voice 01/24/04 ID number 262455

CA Complaint.

Category: CA was rude

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA coached.

Contact Closed: 01/27/04

TTY 01/27/04 ID number 263250

CA complaint.

Category: CA Hung up on caller

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CA was coached.

Contact Closed: 02/02/04

Inquiries Comments

Voice 01/02/04 ID number 255451

Caller is not familiar with relay and wants to place a call to a TTY user.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP explained relay.

Contact Closed: 01/02/04

TTY 01/02/04 ID number 255485

VCO caller asked if CSP could hear static on her line.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP did not hear static, but referred caller to their local telephone company if they experience any line problems.

Contact Closed: 01/02/04

Voice 01/06/04 ID number 256656

Customer requested a test call to check on flasher.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP placed a test call and caller verified that TTY ring indicator was working properly.

Contact Closed: 01/06/04

Voice 01/06/04 ID number 256865

Caller requested information on obtaining specialized telephone equipment.

Category: General Information

Escalation: Received by Relay Customer Service and handled by Relay Customer Service.

Resolution: CSP referred caller to the TDAP and provided contact information.

Contact Closed: 01/06/2004

Tennessee Detailed Service

*** February 2004 ***

Contact ID	Open Date	Summary Information	Resolution	Category Name	Sub Category	Contact Close Date	Cust Service Type
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Complaints

264851	6-Feb-2004	Customer was trying to place a relay call using Sprint as the LD COC.		Billing	Carrier of Choice	6-Feb-2004	TTY
264787	5-Feb-2004	RO did not follow instructions.	RO coached.	Call Quality	RO/CA Did Not Follow Instruction	10-Feb-2004	TTY
266583	26-Feb-2004	CA hung up on customer.	CA coached.	Call Quality	RO/CA Hung Up On The Customer	2-Mar-2004	TTY
266592	26-Feb-2004	CA rude .	CA coached.	Call Quality	RO/CA Rude/Attitude/Manner	2-Mar-2004	TTY

Inquiries/Comments

20	3-Feb-2004	Receiving charges on bill and wants to know why.	Tested line and discovered it to be intralata toll call and	Billing	Inquiry	3-Feb-2004	TTY
47	3-Feb-2004	Requesting a operator to make a call	Transferred call for assistance.	Misc	Requested Referral	3-Feb-2004	Voice
135	3-Feb-2004	Caller inquired if we were able to trace the calls made through TRS.	CSP explained confidentiality.	Outreach	Customer Unfamiliar with Service	3-Feb-2004	Voice
42	3-Feb-2004	Requesting information on TN Relay and where to obtain equipment	Customer provided phone number and mailed information.	Outreach	TRS Information/Materials	3-Feb-2004	Voice
264682	4-Feb-2004	Inquiring when US Cellular will be an available COC.	Caller informed that we are in the process of setting up US Cellular as a COC.	Billing	Carrier of Choice	4-Feb-2004	Voice
264657	4-Feb-2004	Customer called regarding previous contact.	Previous contact updated and forwarded.	Billing	Inquiry	4-Feb-2004	TTY
178	4-Feb-2004	Obscene phone call towards CSP.	Hung up.	Misc	Crank Calls/Harassing Calls Into Customer Service	4-Feb-2004	TTY
264660	4-Feb-2004	Requesting a operator.	Transferred customer to a	Misc	Requested Referral	4-Feb-2004	Voice

186	4-Feb-2004	Requested information on how relay works.	Copy of the Tennessee Relay Brochure sent via fax.	Outreach	TRS Information/Materials	4-Feb-2004	Voice
264711	5-Feb-2004	Customer was trying to place a relay call.	Transferred call.	Misc	Requested Referral	5-Feb-2004	TTY
264834	5-Feb-2004	Customer requested to place a call.	CSP transferred customer to a CA.	Misc	Requested Referral	5-Feb-2004	TTY
264710	5-Feb-2004	Customer requested the Relay Numbers for the states of MS,AR and GA.	Numbers were provided.	Misc	Requested Referral	5-Feb-2004	Voice
264757	5-Feb-2004	Caller was trying to reach their mechanic.	Caller hung up.	Outreach	General TRS Info	5-Feb-2004	TTY
264716	5-Feb-2004	Customer inquired where to obtain a telephone for the blind.	CSP provided the telephone number to the TDAP.	Outreach	TTY Distribution/Purchase	5-Feb-2004	Voice
264770	5-Feb-2004	VCO customer inquired where to obtain a TTY.	CSP provided the number to the TDAP.	Outreach	TTY Distribution/Purchase	5-Feb-2004	CO /TTY QA
264769	5-Feb-2004	Caller requested to add a number to their profile	Profile updated on line.	Profile	Change	5-Feb-2004	TTY
264738	5-Feb-2004	VCO caller profile set up.	Caller profile form completed. CSP set up VCO profile in the Profile Editor. The profile will resolve the issue of customer having to repeat the number	Profile	Request	5-Feb-2004	TTY
264800	5-Feb-2004	Caller requested to have all IP Relay calls blocked from her phone.	CSP apologized and informed caller we would place a block on her phone.	Service Concerns	Request Service Be Blocked	5-Feb-2004	ASCII
264887	6-Feb-2004	Requesting discount information.	CSP provided information to customer.	Misc	Requested Referral	6-Feb-2004	Voice
264849	6-Feb-2004	Requested to place a call Georgia to Georgia through the TN Relay Svc.	CSP provided the Georgia Relay Voice number.	Misc	Requested Referral	6-Feb-2004	Voice
264891	6-Feb-2004	Customer stated CA dialed the wrong number.		Misc	Requested Referral	6-Feb-2004	TTY
264900	6-Feb-2004	Customer requested to place a relay call.		Misc	Requested Referral	6-Feb-2004	Voice
264863	6-Feb-2004	Requesting information on TN Relay and where to obtain equipment.		Outreach	TTY Distribution/Purchase	6-Feb-2004	Voice
265013	8-Feb-2004	Requested the time.		Misc	Requested Referral	8-Feb-2004	TTY
265119	9-Feb-2004	Customer checking in.	Informed customer all is well	Misc	External Concerns	9-Feb-2004	TTY

265063	9-Feb-2004	Customer wanted to know if Qwest is a long distance provider when using the TN Relay Service.	Informed customer that Qwest is not a carrier available through the TN Relay Service.	Misc	Requested Referral	9-Feb-2004	TTY
265064	9-Feb-2004	Customer wanted to know if 711 is also for hearing people when using Relay.	Informed customer that 711 is for TTY and Voice users	Misc	Requested Referral	9-Feb-2004	TTY
265117	9-Feb-2004	Call was intended for operator services		Misc	Requested Referral	9-Feb-2004	TTY
265118	9-Feb-2004	Customer requested to place a relay call.		Misc	Requested Referral	9-Feb-2004	TTY
265108	9-Feb-2004	Call was intended for TDAP. Customer stated that he was deaf and blind and needed information on how to fill out the application to obtain a device	CSP placed the call for the customer to TDAP.	Outreach	TTY Distribution/Purchase	9-Feb-2004	Voice
265140	10-Feb-2004	Billing inquiry.	Information provided.	Billing	Inquiry	10-Feb-2004	TTY
265207	10-Feb-2004	Customer checking in.		Misc	External Concerns	10-Feb-2004	TTY
265141	10-Feb-2004	Customer requested assistance with their TMobile cell phone.	Referral number provided. Call transferred to operator services.	Misc	Requested Referral	10-Feb-2004	TTY
265177	10-Feb-2004	Customer requested the number for the TDAP.	Number was provided.	Outreach	TTY Distribution/Purchase	10-Feb-2004	Voice
265139	10-Feb-2004	Customer inquired how many numbers they had on their speed dial list.	Information provided.	Profile	Information	10-Feb-2004	TTY
265319	11-Feb-2004	Caller leaving message for CS.	Message for CS relayed.	Misc	External Concerns	11-Feb-2004	TTY
265254	11-Feb-2004	Customer wanted to know how to use Relay.	Explained to customer how relay works.	Misc	Requested Referral	11-Feb-2004	Voice
265321	11-Feb-2004	TRS information.	Information provided.	Misc	Requested Referral	11-Feb-2004	TTY
265260	11-Feb-2004	inquired where to obtain a telephone amplifier.	CSP provided the telephone number to the TDAP.	Outreach	TTY Distribution/Purchase	11-Feb-2004	Voice
265362	12-Feb-2004	VCO user called to say hello to Customer Service.	CSP thanked VCO user for calling.	Misc	Requested Referral	12-Feb-2004	CO /TTY QA

265426	12-Feb-2004	Customer requested speed dial list phone numbers.	Referred customer to Speed Dial list website.	Profile	Information	11-Feb-2004	none
265373	12-Feb-2004	Customer requested caller profile for VCO.	Caller profile completed.	Profile	Request	12-Feb-2004	TTY
265514	13-Feb-2004	Customer called in regarding previous contact.	CSP updated previous contact.	Misc	External Concerns	13-Feb-2004	TTY
265481	13-Feb-2004	Customer requested a telephone number.	CSP transferred customer to MCI TOS for directory	Misc	Requested Referral	13-Feb-2004	TTY
265447	13-Feb-2004	Customer requested that the operators refrain from saying the f word when processing a relay call.	Customer understood procedure.	Outreach	Customer Unfamiliar with Procedure	13-Feb-2004	Voice
265445	13-Feb-2004	Requested clarification of the MCI Global Website address.	MCI Global website address provided.	Outreach	General TRS Info	13-Feb-2004	CO / TTY QA
265485	13-Feb-2004	Unable to access website and requesting Speed Dial List be emailed to him.		Profile	Not Set Correctly	13-Feb-2004	TTY
265533	14-Feb-2004	Recieved email.	Thanked customer for letting us know about the website and explained there are	Misc	External Concerns	14-Feb-2004	TTY
265600	15-Feb-2004	Voice customer stated their relative was moving to a new location and wanted to inform TN Relay Customer Service. Customer stated the customer would be keeping their telephone number.	CSP thanked the customer for calling customer service.	Misc	External Concerns	15-Feb-2004	Voice
265613	15-Feb-2004	TTY customer called in using TnRS.	CSP informed customer that they could call directly without CA by dialing 8007350193. Customer stated they would	Misc	Requested Referral	15-Feb-2004	Voice
265584	15-Feb-2004	Customer requested for TTY equipment.	Number to the TDAP provided and a TN Relay	Outreach	TTY Distribution/Purchase	15-Feb-2004	Voice

265602	15-Feb-2004	Unable to program Pro 80 LVD.		Outreach	TTY Distribution/Purchase	15-Feb-2004	Voice
265611	15-Feb-2004	Experiencing problems accessing his profile on line.	Customer indicated he would call back next week to find out why it happened.	Technical	External System Issues	15-Feb-2004	TTY
265679	16-Feb-2004	Customer just checking in.	CSP thanked caller for his call.	Misc	External Concerns	16-Feb-2004	TTY
265683	16-Feb-2004	Customer inquired about the charge for TN Relay Service.	CSP informed the customer that there is no charge to use the TN Relay Service, but long distance charges would apply. Customer was satisfied when after learning that there	Outreach	Customer Unfamiliar with Service	16-Feb-2004	Voice
265671	16-Feb-2004	Requested to add a number to profile.	CSP edited profile.	Profile	Change	16-Feb-2004	TTY
265770	17-Feb-2004	Customer was trying to place a call via TN RS	Transferred customer for CA s assistance.	Misc	Requested Referral	17-Feb-2004	TTY
265758	17-Feb-2004	Customer requested the general telephone number to MCI Customer Service.	CSP provided the telephone number.	Misc	Requested Referral	17-Feb-2004	TTY
265796	17-Feb-2004	Customer requested to place a relay call.	CSP transferred call to a CA.	Misc	Requested Referral	17-Feb-2004	TTY
265753	17-Feb-2004	Customer requested the number for the TDAP.	Number was provided.	Outreach	TTY Distribution/Purchase	17-Feb-2004	Voice
265757	17-Feb-2004	Customer requested caller profile for VCO.	Caller profile completed.	Profile	Request	17-Feb-2004	TTY
265902	18-Feb-2004	How to bill COC for TTY to TTY call.	Caller informed that by dialing direct their long distance company would be billed.	Billing	Inquiry	18-Feb-2004	TTY
265916	18-Feb-2004	Caller trying to place a local toll call where MCI is blocked.	Customer informed to have the CA bill the call to Bell South.	Billing	Inquiry	18-Feb-2004	TTY
265863	18-Feb-2004	Requesting information on how to assist a client who uses a TTY.		Misc	Requested Referral	18-Feb-2004	Voice
265918	18-Feb-2004	Customer requesting to place a call.	Term had calls blocked from Orig ANI.	Misc	Requested Test Call	18-Feb-2004	TTY
265917	18-Feb-2004	Caller inquired which Relay service they had reached.	CSP transferred Caller.	Outreach	General TRS Info	18-Feb-2004	TTY

265838	18-Feb-2004	Customer requested information on written ASL so that they can communicate better through relay with a TTY ASL user.	CSP referred customer to and provided the number for the TDAP.	Outreach	TRS Information/Materials	18-Feb-2004	Voice
265874	18-Feb-2004	Customer inquired why he has been charged by MCI for his long distance phone company. Customer's long distance company is Bell South and does not want MCI charges. CSP verified that customer's number was not profile for any LD COC	CSP informed to customer that the reason he is being charged through MCI is because he does not have his phone number profiled for any long distance COC so therefore since MCI is the Relay Service provider the calls will automatically default through MCI	Profile	Request	18-Feb-2004	Voice
265994	19-Feb-2004	Customer requested the telephone number for the Human Resource Department for TN.	CSP provided a phone listing for the customer.	Misc	Requested Referral	19-Feb-2004	Voice
265968	19-Feb-2004	Employment inquiry with TN Relay.	CSP provided the number for employment inquiries.	Misc	Requested Referral	19-Feb-2004	Voice
266000	19-Feb-2004	Is 877 toll free?		Misc	Requested Referral	19-Feb-2004	TTY
266011	19-Feb-2004	Requested test call.	Test call placed. Recording reached: not accepting calls	Misc	Requested Test Call	19-Feb-2004	TTY
265966	19-Feb-2004	Requested information on how to place a call TTY to TTY.	CSP explained TTY to TTY calls can be dialed directly.	Misc	TTY to TTY Calls	19-Feb-2004	Voice
265948	19-Feb-2004	Customer received a bill from MCI and their long distance carrier is Sprint.	Caller profile completed and TN brochure sent.	Profile	Request	19-Feb-2004	Voice
266058	20-Feb-2004	Customer was trying to place a relay call via TN Relay.	Transferred call.	Misc	Requested Referral	20-Feb-2004	TTY
266039	20-Feb-2004	Call intended for operator services.		Misc	Requested Referral	20-Feb-2004	TTY
266077	20-Feb-2004	Customer requested information regarding obtaining an amplified telephone.	CSP provided the number for TDAP.	Outreach	TTY Distribution/Purchase	20-Feb-2004	Voice

266440	25-Feb-2004	Customer requested to speak to a Technical Representative.	CSP informed Customer that there was not a Technical Representative available at the time and offered to document and forward to the technical department any problems they wanted to	Misc	Requested Referral	25-Feb-2004	TTY
266505	25-Feb-2004	Caller saying hi to CS.		Misc	Requested Referral	25-Feb-2004	TTY
266502	25-Feb-2004	Caller, without a TTY or internet access, requested to place a call through Relay.		Outreach	General TRS Info	25-Feb-2004	Voice
266500	25-Feb-2004	Caller inquired how to dial using their voice phone and TTY.	CSP explained dialing procedure.	Outreach	Info/Settings	25-Feb-2004	Voice
266510	25-Feb-2004	QCustomer requested assistance on how to operate a TTY machine.	Assistance was provided to the customer.	Outreach	Info/Settings	25-Feb-2004	Voice
266525	25-Feb-2004	Customer not seeing text on TTY screen.	CSP had customer put handset on coupler, and text was received. Customer informed to make sure handset fits snugly into	Outreach	Info/Settings	25-Feb-2004	TTY
266595	26-Feb-2004	Customer requested the Kentucky Relay Number.	Number was provided.	Misc	Requested Referral	26-Feb-2004	Voice
266602	26-Feb-2004	Customer attempting to reach a TTY user who is not answering the phone.	CSP explained procedure.	Outreach	Customer Unfamiliar with Procedure	26-Feb-2004	Voice
266611	26-Feb-2004	Caller leaving message for CS.	CSP relayed message.	Outreach	General TRS Info	26-Feb-2004	TTY
266588	26-Feb-2004	Call intended for TDAP.	CSP provided the number to TDAP.	Outreach	TTY Distribution/Purchase	26-Feb-2004	Voice
266589	26-Feb-2004	Confirming pin number to access profile.	CSP confirmed pin number to access his profile.	Profile	Information	26-Feb-2004	TTY
266688	27-Feb-2004	Customer was trying to place a relay call.	Transferred call.	Misc	Requested Referral	27-Feb-2004	TTY

266700	27-Feb-2004	TTY user stated they were receiving a call and RO typed "VCO ON" and the customer is a TTY user and not a VCO user.	Misc	Requested Referral	1-Jan-1900	TTY
266739	28-Feb-2004	Message for CS.	Misc	Requested Referral	28-Feb-2004	TTY
266754	28-Feb-2004	Caller requesting to be emailed information.	Outreach	TRS Information/Materials	28-Feb-2004	TTY
266810	29-Feb-2004	Requesting information on the CapTel Phone.	Outreach	General TRS Info	1-Jan-1900	TTY

Tennessee Detailed Service Reports

*** March 2004 ***

Contract ID	Open Date	Summary/Information	Summary/Resolution
Complaints/Commendations			
267511	3/8/04	CA voice clarity and rude.	CA Coached.
268590	3/20/04	CA commendation.	
269522	3/31/04	CA complaint, CA rude and not transparent. CA took inappropriate action.	CA Coached.
Inquiries/Comments			
266856	3/1/04	Customer inquired where to obtain a TTY machine.	
266858	3/1/04	Customer inquired where to obtain a TTY machine.	
266873	3/1/04	Customer requested information on how to obtain a telephone to hear better.	
266905	3/1/04	Caller requested a number blocked.	
266966	3/2/04	Customer requested information regarding assistive device for someone who is hard of hearing.	CSP provided the telephone number for TDAP.
267032	3/2/04	VCO profile requested.	Profile updated.
267193	3/4/04	VCO customer was concerned because he had placed a call this morning and then he called back into Relay wanting to place another call with a different CA. He wants to know why this other CA typed the number that the first CA had call for the customer. Customer stated that a number had not been provided to the second CA.	
267199	3/4/04	Requested to place a call.	Transferred caller to a CA to place their call.
267230	3/4/04	Requesting information on how to obtain information for law enforcement to take care of harrassing calls.	CSP referred her to her local authorities for filing of reports.
267275	3/5/04	Customer requested information about telephone equipment for people who are hard of hearing.	Referred customer to the TDAP, and provided the number.
267276	3/5/04	Requested to place a call.	CSP transferred customer to a Relay Operator.

267325	3/5/04	Customer requested to place a TTY call to her daughter. CSP placed tested the telephone number and discovered that the terminator did not understand the proper procedure when receiving incoming calls to the TTY machine. CSP called the customer back and per the TTY manual provided proper instructions to activate the TTY machine.	CSP completed a test call with positive results.
267335	3/5/04	Customer requested to be transferred to TNCA.	CSP transferred the customer to a TNCA.
267341	3/5/04	Customer wanted to know if we got the Donuts.	CSP informed the customer that we did get the donuts and thanked the customer.
267362	3/6/04	Customer called to say hello.	CSP documented and forwarded information.
267535	3/8/04	Calling to say "hi."	Message relayed to dept.
267572	3/8/04	TRS information requested.	
267626	3/9/04	Customer inquired if caller ID works through relay.	CSP informed customer that MCI provides true caller ID.
267635	3/9/04	Customer requested the number for the TDAP.	Number was provided.
267641	3/9/04	Customer requested to place a relay call.	CSP verified the number and transferred call to a CA.
267787	3/11/04	Requested information on what a TTY phone was about.	CSP provided information about a TTY.
267788	3/11/04	Inquired how to place a relay call.	CSP provided instructions.
267797	3/11/04	Customer requested the number for the TDAP.	Number was provided.
267832	3/11/04	Profile requested.	Profile created on line.
267858	3/12/04	Customer requested test call.	CSP placed test call.
267868	3/12/04	Customer inquired about the 711 access telephone number. Customer wanted to make sure that if when dialing from any number outside of her home if 711 will work.	CSP informed the customer that 711 will work from any telephone location.
267883	3/12/04	Customer was trying to place a relay call.	Transferred call.
267959	3/13/04	Checking in with CS.	Thanked caller for calling in.
268013	3/14/04	Customer stated they were unable to receive calls.	
268045	3/14/04	Customer inquired about any updates.	
268046	3/15/04	Customer was trying to place a relay call.	Transferred call.
268185	3/16/04	TTY flasher not working.	Referred caller to TDAP.
268188	3/16/04	Requested phone number for TDAP.	
268205	3/16/04	Requested CS Supervisor.	Supervisor took over call.

268230	3/16/04	Trying to place a relay call.	CSP informed caller to provide CA with number to dial.
268302	3/17/04	Customer requested the number for the TDAP.	Number was provided.
268328	3/17/04	Caller reporting line distortion.	CSP forwarded information.
268342	3/17/04	Customer checking in.	Informed all is well.
268360	3/18/04	Requested to assist a friend in using her TTY equipment.	
268365	3/18/04	CSP receiving garble from TTY user.	CSP provided the TDAP number.
268482	3/19/04	Customer requested to place a call.	CSP informed customer how to place a call using TNRS.
268522	3/19/04	Caller checking in.	Thanked customer for calling.
268524	3/19/04	Customer requested to be profiled for VCO.	CSP completed and forwarded caller profile form. CSP updated mainframe with customer online.
268526	3/19/04	Call intended for operator services.	Call transferred to operator services.
268612	3/21/04	Customer requested information regarding their Nokia Cell phone and the Sidekick.	CSP informed the customer to contact the Nokia Dealer regarding Nokia cell phone information. CSP informed the customer that Sidekick, will in effect with in the next week. Customer will call back in seven days for sidekick settings.
268617	3/21/04	Customer from the German Town Police Department requested a test call for their TTY machine.	CSP completed a test call TTY to TTY with positive results.
268717	3/22/04	Customer requested to place a relay call.	CSP transferred customer to an operator.
268718	3/22/04	Customer requested to place a relay call.	CSP transferred customer to an operator.
268759	3/23/04	Customer inquired who has been calling their home.	CSP informed customer that we do not have that type of information. CSP offered to place a test call and to send TTY Screener.
268799	3/23/04	Requested to place a relay call.	Transferred call to a CA.
268815	3/23/04	Inquiring how someone in Alabama can call to Tennessee.	Informed caller 711 will reach the relay service for that state.
268820	3/23/04	Test call requested.	Test call completed.
268846	3/23/04	Customer did not have a relay related concern.	Customer did not have a relay related concern.
268850	3/24/04	Call intended for operator services.	Call transferred.
268969	3/25/04	Technical assistance.	Referred to TDAP.
268971	3/25/04	TTY distribution.	Referral number provided.
269012	3/25/04	Inquired how to get a TTY.	Referred caller to TDAP.
269090	3/26/04	Inquiring about how to know which equipment would be needed.	CSP referred caller to TDAP.

269116	3/26/04	Customer inquiring about how to receive IP-Relay calls using Sidekick.	CSP informed customer that only calls can be made from IP-Relay using Sidekick but not received at this time using IP-Relay.
269217	3/27/04	Customer requested to place a relay call.	CSP transferred customer to an operator.
269243	3/28/04	Requested to place a call to a TTY user.	CSP transferred customer to a CA.
269277	3/28/04	TRS number requested.	Number provided.
269294	3/29/04	Customer wanted to know if she could use Relay to place three way calling calls.	Informed customer that she could use Relay to place three way calling calls.
269302	3/29/04	Customer was trying to place a relay call.	Transferred call.
269318	3/29/04	VCO customer inquired about setting up their auto answering machine on their phone.	
269327	3/29/04	Customer wanted to speak with CS Manager.	Informed customer that CS Manager was not available at that time. Customer will call back later.
269345	3/29/04	Customer did not have a relay concern.	Customer did not have a relay concern.
269403	3/30/04	Customer experienced pauses through out their relay call.	na
269426	3/30/04	Customer requested the telephone number for the TDAP.	Number was provided.
269427	3/30/04	Customer wanted to know if she could dial star 69 through Relay.	Informed customer that star 69 could not be used when using the Relay Service.
269465	3/30/04	Attempting to contact a TTY user.	CSP placed a test call to check if the line is still busy. Customer will try a different way.
269467	3/30/04	Customer requested employment information for the Tennessee Relay Service	CSP provided the telephone number for the employment line for the Tennessee Relay Service.
269481	3/30/04	Customer attempting to place a call to a TTY user.	CSP explained relay.
269488	3/30/04	Inquired who called.	Informed we do not have that info.
269491	3/30/04	TRS numbers requested.	Information provided.
269515	3/31/04	Customer requested specialized phone equipment.	Information provided to customer.
269570	3/31/04	VCO customer wanted to know if it would be possible for her to use her VCO phone at her work.	Informed customer that she would be able to use her VCO phone at her work.
269595	3/31/04	Email sent to CS Supervisor.	Informed that email will probably be received.

Category/Name	Def/Category	Contact Date	Contact Type
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Call Quality	RO/CA Voice Clarity	3/16/04	Voice
Commendations	RO/CA	3/20/04	TTY
Call Quality	RO/CA Took Inappropriate Control of Call	4/6/04	Voice

Outreach	TTY Distribution/Purchase	3/1/04	Voice
Outreach	TTY Distribution/Purchase	3/1/04	Voice
Outreach	TTY Distribution/Purchase	3/1/04	Voice
Service Concerns	Request Service Be Blocked	3/1/04	Voice
Outreach	TTY Distribution/Purchase	3/2/04	Voice
Profile	Change	3/2/04	TTY
Service Concerns	Policy Concerns	3/4/04	TTY
Misc	Requested Referral	3/4/04	TTY
Service Concerns	Receiving Obscene or Harassing Calls Through Relay	3/4/04	Voice
Outreach	TTY Distribution/Purchase	3/5/04	Voice
Misc	Requested Referral	3/5/04	TTY

Misc	Requested Test Call	3/5/04	Voice
Misc	Requested Referral	3/5/04	TTY
Misc	Requested Referral	3/5/04	VCO /TTY QA
Misc	Requested Referral	3/5/04	TTY
Misc	Requested Referral	3/8/04	TTY
Outreach	General TRS Info	3/8/04	TTY
Outreach	TRS Information/Materials	3/9/04	Voice
Outreach	TTY Distribution/Purchase	3/9/04	Voice
Misc	Requested Referral	3/9/04	TTY
Outreach	General TRS Info	3/11/04	Voice
Outreach	TRS Information/Materials	3/11/04	Voice
Outreach	TTY Distribution/Purchase	3/11/04	Voice
Profile	Request	3/11/04	Voice
Misc	Requested Test Call	3/11/04	TTY
Outreach	General TRS Info	3/12/04	Voice
Misc	Requested Referral	3/12/04	TTY
Misc	Requested Referral	3/13/04	TTY
Outreach	General TRS Info	3/14/04	TTY
Misc	Requested Referral	3/14/04	TTY
Misc	Requested Referral	3/15/04	TTY
Outreach	TTY Distribution/Purchase	3/16/04	Voice
Misc	Requested Referral	3/16/04	Voice
Misc	Requested Referral	3/16/04	TTY

Outreach	Customer Unfamiliar with Service	3/16/04	Voice
Outreach	TTY Distribution/Purchase	3/17/04	Voice
Technical	Other System Issues	3/17/04	TTY
Misc	Requested Referral	3/17/04	TTY
Outreach	Customer Unfamiliar with Procedure	3/18/04	Voice
Technical	Garbling	3/18/04	TTY
Outreach	General TRS Info	3/19/04	TTY
Misc	Requested Referral	3/19/04	TTY
Profile	Request	3/19/04	TTY
Misc	Requested Referral	3/19/04	TTY
Outreach	General TRS Info	3/21/04	TTY
Misc	Requested Test Call	3/21/04	Voice
Misc	Requested Referral	3/22/04	TTY
Misc	Requested Referral	3/22/04	TTY
Outreach	General TRS Info	3/23/04	TTY
Misc	Requested Referral	3/23/04	TTY
Outreach	General TRS Info	3/23/04	Voice
Misc	Requested Test Call	3/23/04	TTY
Misc	Requested Referral	3/23/04	TTY
Misc	Requested Referral	3/24/04	TTY
Outreach	TTY Distribution/Purchase	3/25/04	Voice
Outreach	TTY Distribution/Purchase	3/25/04	Voice
Outreach	TTY Distribution/Purchase	3/25/04	Voice
Outreach	TTY Distribution/Purchase	3/26/04	Voice

Outreach	General TRS Info	3/26/04	Wireless
Misc	Requested Referral	3/27/04	TTY
Misc	Requested Referral	3/28/04	Voice
Misc	Requested Referral	3/28/04	TTY
Outreach	General TRS Info	3/29/04	TTY
Misc	Requested Referral	3/29/04	TTY
Outreach	Info/Settings	3/29/04	TTY
Misc	Requested Referral	3/29/04	TTY
Misc	Requested Referral	3/29/04	TTY
Technical	Other System Issues	3/30/04	TTY
Outreach	TTY Distribution/Purchase	3/30/04	Voice
Misc	Requested Referral	3/30/04	TTY
Misc	Requested Test Call	3/30/04	Voice
Outreach	General TRS Info	3/30/04	Voice
Outreach	Customer Unfamiliar with Service	3/30/04	Voice
Outreach	General TRS Info	3/30/04	TTY
Misc	Requested Referral	3/30/04	TTY
Outreach	TRS Information/Materials	3/31/04	Voice
Outreach	Info/Settings	3/31/04	TTY
Misc	Requested Referral	3/31/04	TTY

Tennessee Detailed Service Reports

*** April 2004 ***

Complaints/Commendations

271057	4/20/04	CA unfamiliar with procedure. CA rude and hung up on customer.	CA Coached.	Call Quality	CA Not Familiar with Procedure	4/21/04	TTY
271124	4/21/04	CA complaint: CA inattentive.	CA Coached.	Call Quality	CA Rude/Attitude/Manner	4/27/04	Voice
271610	4/28/04	Customer complained that the CA typed too slow and did not pace correctly.	CA Coached.	Call Quality	CA Inattentive	5/5/04	TTY
271627	4/28/04				CA Typing	5/5/04	Voice
270260	4/9/04	CA commendation.		Commendations	CA	4/9/04	Voice
270360	4/10/04	CA commendation.		Commendations	CA	4/10/04	Voice
270689	4/15/04	CA Commendation.		Commendations	CA	4/15/04	Voice
271467	4/26/04	CA commendation.		Commendations	CA	4/26/04	TTY

Inquiries/Comments

269605	4/1/04	Customer was trying to place a relay call.	Transferred call.	Misc	Requested Referral	4/1/04	TTY
269606	4/1/04	Requested a test call to verify a TTY number.	Customer informed.	Misc	Requested Test Call	4/1/04	Voice
269641	4/1/04	Customer attempting to place a call.	Customer hung up before CSP was able to assist customer.	Misc	Wrong Number/Hung Up	4/1/04	TTY
269646	4/1/04	Requested the city the Tennessee Relay Center is in.	Information provided	Outreach	General TRS Info	4/1/04	Voice
269663	4/1/04	Customer did not have a relay concern.	Customer did not have a relay concern.	Misc	Requested Referral	4/1/04	TTY
269690	4/1/04	Reaching ans mach, but feels it may be an error.	Placed test call and informed customer that an ans mach was reached.	Misc	Requested Test Call	4/1/04	TTY
269703	4/2/04	Customer requested brochures.		Outreach	TRS Information/Materials	4/2/04	Voice
269780	4/2/04	Customer requested another CSP.		Misc	Requested Referral	4/2/04	Voice
269801	4/3/04	Requested referral.	CSP provided information.	Misc	Requested Referral	4/3/04	TTY
269824	4/3/04	Customer unfamiliar with procedure.	CSP provided information.	Outreach	Customer Unfamiliar with Procedure	4/3/04	TTY
269826	4/3/04	Requested referral.	CSP provided information.	Misc	Requested Referral	4/3/04	TTY
269951	4/5/04	Profile request.		Profile	Request		Voice
269980	4/5/04	Customer requested referral.		Misc	Requested Referral	4/5/04	TTY
269989	4/5/04	TTY equipment requested.	Referral provided.	Outreach	TTY Distribution/Purchase	4/5/04	Voice
270024	4/5/04	Message for CS.		Misc	Requested Referral	4/5/04	TTY
270026	4/5/04	Inquired if other states can dial 711.	Info provided.	Outreach	General TRS Info	4/5/04	Voice

270036	4/6/04	Customer inquired if they could place a collect call through TN RS.		Misc	Requested Referral	4/6/04	TTY
270038	4/6/04	Customer wanted to know where would she be able to buy a TTY for a person that is deaf.	Referred customer to TDAP.	Outreach	TTY Distribution/Purchase	4/6/04	Voice
270044	4/6/04	Requested to speak to CS Supervisor.		Misc	Requested Referral	4/6/04	TTY
270047	4/6/04	Customer requested the number for the TDAP.	Number was provided.	Outreach	TTY Distribution/Purchase	4/6/04	Voice
270051	4/6/04	VCO customer not able to speak to CA or type responses. Customer hung up.	Trouble ticket completed because there was no response from the VCO customer.	Technical	Other System Issues	4/6/04	TTY
270067	4/6/04	Profile change.	Info provided.	Profile	Information	4/6/04	Voice
270109	4/7/04	VCO customer called to say Hi to Customer Service.	Thanked customer for calling.	Misc	Requested Referral	4/7/04	TTY
270110	4/7/04	VCO customer called to say Hi to Customer Service.	Thanked customer for calling.	Misc	Requested Referral	4/7/04	TTY
270111	4/7/04	VCO customer called to say Hi to Customer Service.	Thanked customer for calling.	Misc	Requested Referral	4/7/04	TTY
270132	4/7/04	Customer requested DMV information.	CSP informed customer how to place a call using the CA.	Outreach	Customer Unfamiliar with Procedure	4/7/04	TTY
270143	4/7/04	Message for CS.	Message relayed.	Misc	Requested Referral	4/7/04	TTY
270145	4/7/04	Caller trying to reach person unfamiliar with Relay.	Caller to provide CA with instructions before the call.	Outreach	General TRS Info	4/7/04	TTY
270183	4/8/04	Translation requested.	CSP informed the customer that TRS does not offer translation services.	Service Concerns	Translation	4/8/04	TTY
270193	4/8/04	Customer requested to place a relay call.	CSP transferred customer to a operator.	Misc	Requested Referral	4/8/04	TTY
270213	4/8/04	Customer requested Operator assistance.	Transferred customer to the operator.	Misc	Requested Referral	4/8/04	TTY
270220	4/8/04	Trying to activate credit card.	Informed that when reaching an automated recording, request CA to hold for a live rep to help expedite the call.	Outreach	General TRS Info	4/8/04	TTY
270227	4/8/04	Inquiring how to use a prepaid calling card.	Info provided.	Outreach	General TRS Info	4/8/04	TTY
270237	4/9/04	VCO user attempting to place an international call using a calling card.	CSP informed customer the calling card is working and when the international number was dialed out CSP reached a busy signal. Customer will try his call again later.	Misc	Requested Test Call	4/9/04	TTY
270270	4/9/04	Customer requested to find out about a nbr.		Misc	Requested Test Call	4/9/04	TTY
270271	4/9/04	Customer unfamiliar with procedure.		Outreach	General TRS Info	4/9/04	TTY
270299	4/9/04	Requested other number.	Info provided.	Misc	Requested Referral	4/9/04	TTY
270311	4/10/04	Spanish Voice caller requested 911.	CSP connected the call using CCP.	Misc	Requested Referral	4/10/04	Spanish /Voice

270316	4/10/04	Requesting a phone number.	CSP transferred customer to MCI TOS.	Misc	Requested Referral	4/10/04	TTY
270321	4/10/04	Requesting assistance for a friend who is blind.	Referred customer to the their telephone provider.	Misc	Requested Referral	4/10/04	Voice
270339	4/10/04	TRS number requested.	Number provided	Misc	Requested Referral	4/10/04	TTY
270362	4/10/04	Customer requested TNRS number.s	CSP provided customer with TNRS numbers.	Misc	Requested Referral	4/10/04	TTY
270391	4/11/04	TRS nbr requested.	Info provided.	Misc	Requested Referral	4/11/04	TTY
270414	4/12/04	Customer wanted to know where would he be able to buy a TTY machine	Referred customer to the TDAP.	Outreach	TTY Distribution/Purchase	4/12/04	Voice
270416	4/12/04	VCO customer called to say hi to CS Department.	CSP thanked customer for calling.	Misc	Requested Referral	4/12/04	TTY
270422	4/12/04	Customer requested to place a relay call.	CSP transferred customer to an operator.	Misc	Requested Referral	4/12/04	TTY
270434	4/12/04	Customer was trying to place a call through TN RS		Misc	Requested Referral	4/12/04	TTY
270460	4/12/04	Requested TnRS numbers.	Numbers provided.	Misc	Requested Referral	4/12/04	TTY
270470	4/12/04	Customer requested to leave a message on an answering machine that was not picking up.		Outreach	General TRS Info	4/12/04	Voice
270474	4/12/04	Customer requested TnRS nbr.	Info provided.	Misc	Requested Referral	4/12/04	TTY
270505	4/13/04	Customer was trying to place a call to a TTY user via TN RS.	CSP transferred customer to a CA for assistance.	Misc	Requested Referral	4/13/04	Voice
270524	4/13/04	Caller requested other number.	CSP explained relay and referred caller to directory assistance.	Misc	Requested Referral	4/13/04	Voice
270530	4/13/04	Requested TnRs nbr.	Transferred call.	Misc	Requested Referral	4/13/04	TTY
270554	4/14/04	Profile information.	CSP provided information.	Profile	Not Set Correctly	4/14/04	TTY
270583	4/14/04	Requested caller profile information.	Information was provided.	Profile	Information	4/14/04	Voice
270606	4/14/04	Calling to say "hi."	Thanked customer for calling.	Misc	Requested Referral	4/14/04	TTY
270635	4/15/04	Requested a test call.	CSP placed a test call and practiced a Relay call.	Misc	Requested Test Call	4/15/04	Voice
270639	4/15/04	Message for CS.	Message relayed.	Misc	Requested Referral	4/15/04	TTY
270649	4/15/04	Caller requested the number for the Human Resources Department.	CSP provided number requested.	Misc	Requested Referral	4/15/04	Voice
270653	4/15/04	Customer called to speak with Donnie Dove or Michael Lanzynsky regarding a sponsorship check. CSP documented the customers information.	Customer called to speak with Donnie Dove or Michael Lanzynsky regarding a sponsorship check. CSP documented the customers information.	Outreach	Marketing	4/15/04	Voice
270657	4/15/04	Customer was trying to place a call to a TTY user.	Transferred customer to a CA for assistance.	Outreach	Customer Unfamiliar with Service	4/15/04	Voice
270664	4/15/04	Customer requested to place a call.	CSP transferred customer to an operator.	Misc	Requested Referral	4/15/04	TTY
270674	4/15/04	Message for CS.	Relayed message.	Misc	Requested Referral	4/15/04	TTY
270680	4/15/04	Customer requested to place a relay call.	CSP transferred customer to a relay operator.	Misc	Requested Referral	4/15/04	TTY

270705	4/16/04	Customer requested the area code for a city.	CSP transferred customer to MCI TOS.	Misc	Requested Referral	4/16/04	TTY
270711	4/16/04	Requesting information on how to use a VCO phone with the Relay Service.	CSP explained Relay, profiled customers and sent customer with a Tennessee Relay brochure.	Profile	Request	4/16/04	Voice
270739	4/16/04	Requested CA nbr from a call.	Info provided regarding confidentiality.	Outreach	General TRS Info	4/16/04	Voice
270774	4/16/04	Saying hello to cust svc.	CSP said hello to customer.	Misc	Requested Referral	4/16/04	TTY
270779	4/17/04	Employment inquiry.	CSP provided the number for employment opportunities.	Misc	Requested Referral	4/17/04	Voice
270790	4/17/04	Requested a phone number.	CSP offered to transfer customer to MCI TOS for directory assistance.	Misc	Requested Referral	4/17/04	TTY
270800	4/17/04	Requested Directory s Assistance.	Transferred call.	Misc	Requested Referral	4/17/04	TTY
270804	4/17/04	Customer requested TnRS nbr.	Info provided.	Misc	Requested Referral	4/17/04	TTY
270805	4/17/04	Requested nbr.	Nbr provided.	Misc	Requested Referral	4/17/04	Voice
270834	4/17/04	Requested TNRS numbers.		Misc	Requested Referral	4/17/04	TTY
270881	4/18/04	Requested National Relay nbr.	Nbr provided.	Misc	Requested Referral	4/18/04	Voice
270896	4/19/04	Requested TNRS numbers.	TNRS numbers provided.	Misc	Requested Referral	4/19/04	TTY
270927	4/19/04	Caller requested CSP to place a call back as a test call.	CSP returned the call as requested. Test call successful.	Misc	Requested Test Call	4/19/04	TTY
270932	4/19/04	Caller requested the number for the Human Resources Department.	CSP provided number requested.	Misc	Requested Referral	4/19/04	Voice
270937	4/19/04	Customer requested info regarding an email he sent Marivel.	Info provided regarding the email.	Misc	Requested Referral	4/19/04	TTY
271000	4/20/04	Requested TNRS numbers.	TNRS numbers provided.	Misc	Requested Referral	4/20/04	TTY
271013	4/20/04	TTY customer inquired about auto answer feature of their TTY.	CSP explained feature.	Outreach	Info/Settings	4/20/04	TTY
271020	4/20/04	Customer requesting to verify the purpose of the Relay Service to be placed on a Seniors Citizens Directory. CSP verified the information was correct. The customer will publish the TN Relay telephone number for the Seniors Citizens.	The customer will publish the TN Relay telephone number for the Seniors Citizens.	Misc	Requested Referral	4/20/04	Voice
271050	4/20/04	Customer requested the number for New Jersey Relay.	Number provided.	Misc	Requested Referral	4/20/04	Voice
271059	4/20/04	VCO customer called to say hi to CS.	Information was forwarded.	Misc	Requested Referral	4/20/04	TTY
271079	4/20/04	Requested to place a call.	Test call reached busy signal.	Misc	Requested Test Call	4/20/04	TTY
271088	4/20/04	Customer requested to inform dept of Edgar being fully trained.		Misc	Requested Referral	4/20/04	TTY
271107	4/21/04	Requested caller profile.	Caller profile completed.	Profile	Request	4/21/04	Voice

271141	4/21/04	Requesting to purchase equipment.	Provided customer with the phone number for TDAP.	Misc	Requested Referral	4/21/04	Voice
271162	4/21/04	Message for CS.	Message relayed.	Misc	Requested Referral	4/21/04	TTY
271194	4/22/04	Requested telephone equipmnet.	CSP provided customer the number to TDAP.	Outreach	TTY Distribution/Purchase	4/22/04	Voice
271248	4/22/04	Customer requested TNRS numbers.	CSP provided customer with numbers requested.	Misc	Requested Referral	4/22/04	TTY
271258	4/23/04	Customer requested TNRS numbers.	CSP provided customer with numbers requested.	Misc	Requested Referral	4/22/04	TTY
271282	4/23/04	Troubleshooting with TTY tones and answering machine.	Info provided.	Outreach	Info/Settings	4/23/04	TTY
271289	4/23/04	How to change the time on the Miniprint 425.	Info provided. Msg left for customer.	Outreach	Info/Settings	4/23/04	TTY
271313	4/23/04	Customer wanted to verify their Ameriphone was working.	CSP typed to customer and customer was able to read the text.	Misc	Requested Test Call	4/23/04	Voice
271323	4/23/04	Inquiring how to place a TTY to TTY call.	Info provided.	Outreach	General TRS Info	4/23/04	Voice
271348	4/24/04	Requesting to place a call.	Customer decided to hang up.	Misc	Requested Referral	4/24/04	TTY
271407	4/25/04	TTY user not available.	Informed CA can only connect call if TTY user is available.	Outreach	General TRS Info	4/25/04	Voice
271414	4/25/04	Requested TnRS nbr.	Info provided.	Misc	Requested Referral	4/25/04	TTY
271443	4/26/04	Requested the Customer Service telephone number.	Telephone number provided.	Misc	Requested Referral	4/26/04	Voice
271450	4/26/04	Requesting CS Supervisor.		Misc	Requested Referral	4/26/04	TTY
271473	4/26/04	Requested to place a call.	Transferred to CA.	Misc	Requested Referral	4/26/04	TTY
271484	4/26/04	Requested TnRS nbr.	Nbr provided.	Misc	Requested Referral	4/26/04	TTY
271490	4/27/04	Requested a Brochure.	Information was sent.	Outreach	TRS Information/Materials	4/27/04	TTY
271519	4/27/04	Inquired if operators placing relay calls can process calls without announcing relay or themselves.	Information provided.	Outreach	Customer Unfamiliar with Procedure	4/27/04	TTY
271521	4/27/04	Customer requested the Arkansas RS phone number.	Number was provided.	Misc	Requested Referral	4/27/04	Voice
271563	4/28/04	Informed customer that at this time IP Relay does not provide VCO profile.	Number was provided.	Outreach	TTY Distribution/Purchase	4/28/04	Voice
271564	4/28/04	Inquired where to obtain telephone equipment for the blind.	Provided the telephone number to the TDAP.	Outreach	TTY Distribution/Purchase	4/28/04	Voice
271565	4/28/04	Requested employment verification.	Provided the telephone number to the Human Resources Department.	Misc	Requested Referral	4/28/04	Voice
271673	4/29/04	Requested interpreter referral information.	CSP provided the telephone number, 901 278 9307, to the Interpreting Services for the Deaf, Inc.	Misc	Requested Referral	4/29/04	Voice
271685	4/29/04	Customer called to say hello to CS.	CSP thanked customer for taking the time to call CS.	Misc	Requested Referral	4/29/04	TTY
271686	4/29/04	Customer requested to place a relay call.	CSP transferred customer to an operator.	Misc	Requested Referral	4/29/04	TTY

271720	4/30/04	Requested new telephone equipment for the hard of hearing.	Provided the number to TDAP and referred customer to Bell South regarding billing rate plans.	Outreach	TTY Distribution/Purchase	4/30/04	Voice
271743	4/30/04	VCO customer called to find out if TN RS was having technical difficulties. Customer stated that yesterday he was informed by a CA that TN RS was experiencing technical difficulties. Customer did not state what type of problems and was just checking today.	Customer was informed that TN RS was not experiencing any technical difficulties at this time, then customer said thank you and hung up.	Outreach	General TRS Info	4/30/04	TTY
271764	4/30/04	Caller experiencing disconnects.	Information forwarded.	Technical	Line Disconnect	4/30/04	TTY
271768	4/30/04	TTY customer stated they had received a new TTY and the keys seemed to lock up.	Customer stated they did not receive garbling, as they know techniques to fix garble.. CSP informed customer they could contact TEDP. Customer stated they believed their new TTY might be defective. Customer stated they would contact TEDP on Monday about their new TTY	Misc	External Concerns	4/30/04	TTY
271769	4/30/04	Requested TnRS number.	CSP transferred call to CA.	Misc	Requested Referral	4/30/04	TTY

**Tennessee Detailed Service
Reports
*** May 2004 *****

Contact ID	Open Date	Summary Information	Summary Resolution	Category Name	Sub Category	Contact Close Date	Cust. Service Type
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Complaints/Commendations

272061	5/5/2004	CA did not relay full name.	CA Coached.	Call Quality	CA Did not Relay All Comments	5/18/2004	TTY
273422	5/27/2004	CA Complaint. Operator did not follow directions.	CA Coached.	Call Quality	CA Answering Machines/Voice Mail/Interactiv	6/3/2004	TTY
271790	5/1/2004	CA Commendation.		Commendations	CA	5/1/2004	TTY
272440	5/13/2004	CA commendation.		Commendations	CA	5/13/2004	Voice

Inquiries/Comments

271798	5/1/2004	Requesting to place a call.	Call transferred to an CA to place their call and leave a message on the answering machine.	Misc	Requested Test Call	5/1/2004	TTY
271799	5/1/2004	Requested a TTY users phone number.	CSP referred customer to directory assistance.	Misc	Requested Referral	5/1/2004	Voice
271803	5/1/2004	Customer requested to have TNRS blocked from calling their telephone number.	CSP referred customer to their LEC to block TNRS.	Service Concerns	Request Service Be Blocked	5/1/2004	Voice
271820	5/1/2004	Billing inquiry with cell phone.		Billing	Inquiry	5/1/2004	Voice
271835	5/1/2004	Customer called to say hello to CS.	CSP thanked customer for taking the time to call CS.	Misc	Requested Referral	5/1/2004	TTY
271890	5/3/2004	Customer inquired regarding what auto ID is.	CSP informed customer of what the auto ID is and how it works.	Outreach	Info/Settings	5/3/2004	TTY
271892	5/3/2004	Customer called to say hello to CS.	CSP thanked customer for calling to CS.	Misc	Requested Referral	5/3/2004	TTY
271895	5/3/2004	Requested a test call.	CSP placed test call.	Misc	Requested Test Call	5/3/2004	TTY
271911	5/3/2004	Customer requested Voice telephone number for TN Relay CS department.	CSP provided customer with 18665030262 telephone number for CS.	Misc	Requested Referral	5/3/2004	TTY
271923	5/3/2004	Customer called to report trouble connecting to a TN Relay CA. CSP tested the system and was able to connect to a TN CA. CSP transferred the customer to a TN CA and apologized for the inconvenience and explained that heavy call volume could of been the reason for the delay.	Customer called to report trouble connecting to a TN Relay CA. CSP tested the system and was able to connect to a TN CA. CSP transferred the customer to a TN CA and apologized for the inconvenience and explained that heavy call volume could of been the reason for the delay.	Misc	Requested Referral	5/3/2004	VCO /TTY QA

271944	5/3/2004	Customer inquired about placing a relay call using a calling card.	CSP informed customer they would have to provide operator with card instructions such as 800 number to dial, pin number, and the telephone number in order for their call to be placed.	Outreach	General TRS Info	5/3/2004	Voice
272004	5/4/2004	Customer requested TnRS nbr.	CSP provided telephone nbr 800 848 0298.	Misc	Requested Referral	5/4/2004	TTY
272014	5/4/2004	Customer requested the Mississippi and National relay telephone numbers CSP provided the Mississippi and National relay telephone numbers.		Misc	Requested Referral	5/4/2004	Voice
272046	5/4/2004	Customer heard a screeching noise on the line.	CSP informed the customer that their experience would be documented and forwarded to the proper department.	Technical	Audio	5/3/2004	TTY
272058	5/5/2004	Requested number from Directory's Assistance.	CSP offered to transfer to MCI TOS.	Misc	Requested Referral	5/5/2004	TTY
272064	5/5/2004	Inquired where to obtain an application for TTY equipment.	CSP provided the telephone number to the TDAP and connected customer through CCP.	Outreach	TTY Distribution/Purchase	5/5/2004	Voice
272070	5/5/2004	Requested information on obtaining telephone equipment.	Provided the number to TDAP.	Outreach	TTY Distribution/Purchase	5/5/2004	Voice
272072	5/5/2004	Customer provided a number and requesting the location of the number.	As a courtesy CSP contacted a 0 operator who stated the number was in Kingsport.	Misc	Requested Test Call	5/5/2004	TTY
272078	5/5/2004	Referral requested.	Referral provided.	Misc	Requested Referral	5/5/2004	TTY
272110	5/5/2004	Requesting a phone nbr.	Transferred to MCI TOS.	Misc	Requested Referral	5/5/2004	TTY
272155	5/6/2004	Customer wanted to know how to use star 82 to unblock her number.	Informed customer that first she needed to dial star 82 on her phone, then dial the relay number 800-848-0298.	Misc	Requested Test Call	5/6/2004	TTY
272170	5/6/2004	Requested to place a call.	Informed relay not needed for TTY to TTY call	Misc	TTY to TTY Calls	5/6/2004	TTY
272214	5/7/2004	TTY customer requested to place a call.	CSP explained to customer how to place their call using the CA and transferred call.	Outreach	Customer Unfamiliar with Service	5/7/2004	TTY
272219	5/7/2004	Customer requested to place a relay call.	CSP transferred customer to an operator.	Misc	Requested Referral	5/7/2004	TTY
272221	5/7/2004	Customer was trying to place a call through TN RS.	CSP transferred customer to a CA for assistance.	Misc	Requested Referral	5/7/2004	TTY
272238	5/7/2004	Customer requested to place a relay call.	CSP transferred customer to an operator.	Misc	Requested Referral	5/7/2004	TTY
272301	5/8/2004	Customer inquired as to why TN Relay is open today.		Misc	Requested Referral	5/8/2004	TTY
272304	5/9/2004	Customer requested Directory Asssitance.	CSP transferred customer to MCI TOS for directory assistance.	Misc	Requested Referral	5/8/2004	TTY

273556	5/29/2004	Customer inquired about why he received a CRS CA and a TN CA when calling through TN Relay.	CSP informed customer it may have been due to high call volume or routing purposes.	Outreach	General TRS Info	5/29/2004	TTY
273559	5/29/2004	Customer requested to place a long distance call when number is restricted to local calls only.	CSP informed customer that the number was restricted to local calls only. CSP informed customer that she can use 3rd party, collect, credit card or prepaid calling card.	Billing	Inquiry	5/29/2004	TTY
273562	5/29/2004	Customer requested TNRS numbers.	Numbers provided.	Misc	Requested Referral	5/29/2004	TTY
273569	5/29/2004	Customer requested to dial a number from TN Relay, that did not originate or terminate in TN.	CSP informed customer that he had to dial from the state relay because if his call was not to or from TN, it could not be processed. CSP placed a test call and did not reach a TTY user.	Outreach	General TRS Info	5/29/2004	Voice
273581	5/30/2004	Customer requested TNRS numbers.	TNRS numbers provided to customer.	Misc	Requested Referral	5/29/2004	TTY
273608	5/30/2004	Carrier of choice ClearTel not available on the Tennessee Relay COC list.	Creating an ASR packet to add ClearTel s on the TN Relay COC list.	Billing	Carrier of Choice	1/1/1900	Voice
273631	5/30/2004	Customer requested TNRS numbers.	TNRS numbers provided to customer.	Misc	Requested Referral	5/30/2004	TTY
273644	5/31/2004	Customer requesting to place a call to a TTY user.	CSP transferred customer to a CA.	Misc	Requested Referral	5/31/2004	Voice
273647	5/31/2004	Customer requested caller profile for VCO.	Caller profile form compiled, updated profile in mainframe.	Profile	Request	5/31/2004	TTY
273654	5/31/2004	Verifying that the Tennessee Relay is not effected by the power outage.	CSP informed customer Tennessee Relay is open to take Relay calls. The power outage is not effecting TN Relay.	Misc	Requested Test Call	5/31/2004	TTY